SAN FRANCISCO PUBLIC LIBRARY

BRANCH LIBRARY
IMPROVEMENT PROGRAM

COMMUNITY MEETING NOTES: INGLESIDE BRANCH LIBRARY

Location:	Ingleside Branch Library
When:	Tuesday, October 14, 2003 7:00 pm

Attendees:

General public	21
Elected official representative	1
Library/City staff	4
Architects	3
Total	29

Agenda: Welcome & introductions – Susan Hildreth, City Librarian
Project overview, review of past meetings, & current options – Wayne Gehrke, Group 4
Next steps – Susan Hildreth, City Librarian
Adjourn

Summary: Susan Hildreth reported that the Board of Supervisors has approved the Library's purchase of the Sunset Auto Shop at 1298 Ocean Avenue at Plymouth and plan to close on the property in the middle of November. Soon afterwards, probably in December, the City will demolish the buildings on the site. She announced that there will be community meeting on October 23rd for neighbors to discuss demolition plans.

Wayne Gehrke reviewed the agenda and discussed that the Library will be submitting a Proposition 14 application to the state for additional funds for the bond program. This application is due in January 2004. He then described the options and led a discussion of their features.

Discussion Notes:

General comments:

- What is the size of the current library? Response: Approximately 4,800 square feet with an inefficient layout.
- What will happen to the current space when the library leaves? Response: It may be used for other City purposes until the lease expires in 2010.
- What is being done about the parking problem? Response: The design discourages traffic onto Plymouth.

- Kragen has a large parking lot; couldn't the Library share it? Response: The owner of the lot is designing a new development in accordance with the Balboa Station Area Plan, with housing and a supermarket. Response by Developer's Architect in attendance: Kragen has a 2 year lease. The developer hopes to build once the EIR is approved. The EIR for City Planning's Balboa Station Plan is not funded yet by the City. The new development won't have an open surface parking lot but will provide resident and retail parking within the building.
- What is the library's property cost? Response: $1.8 million.
- Will the open hours be in conflict with City College? Response: No, we will have vastly different hours and a vastly different focus to our collection.
- Are there gas tanks on site? Response: They were removed long ago. The Department of Public Health declared the site clean before we bought it.
- Sidewalks are not wide enough at 10 feet – not enough for two people to pass.
- Will there be employee or public parking? Suggest validated parking at Kragen. Response: City Planning policies do not allow public parking. Our branches serve neighborhoods and are not meant to attract parkers. Transit stop is in front at the entry. The library does not provide employee parking.
- Will there be a loading dock? Response: No, but there will be a curb cut to the back door for deliveries.
- When will the Kragen site development start & when will the Library start? Response: Library construction will begin spring 2005. Response by Developer's Architect in attendance: Kragen development will start in about 2.5 years, if the City's EIR is funded next year.
- What is the joint use agreement with Aptos Middle School? Response: We're including new library services for a homework center and family literacy program. This does not mean a loss of square footage or cost on the library's part.
- Will there be public art? Response: Yes, the selection panel meets on November 6, 2003 to select artists and all are welcome to attend.
- Will there be adult supervision of program room and homework center? Response: Yes, the design is such that there are direct sightlines into the room from the main desk.

Comments and discussion regarding three design options:

Option 1:
- Use skylights
- Move garden to north, connect with Plymouth?
- Program room can have visual connection to greenbelt

Option 2:
- Like egg shaped children's area
- Reduce pockets
- Move entrance closer to Ocean
- Sight lines to teen, children's, and restrooms for security
- The spaces flow very well
- Possibility of combining program room with magazines and newspapers
- Wider (14') sidewalk
- Reduce nooks and crannies
- Address greenbelt, treat as street
- Like whimsy character in design

Option 3:
- Courtyard is enclosed and patrolled (i.e., Merced courtyard works)
- Courtyard should be accessible from children's area & used for children's programming
- Courtyard for further expansion
- Possibility for community garden
- Computers should be centralized
- Concerns for book returns set back too far – potential trash & clutter
- Reduce street pockets
- Likes children's area inside

BRANCH LIBRARY
INPROVEMENT PROGRAM

SAN FRANCISCO PUBLIC LIBRARY

COMMUNITY MEETING NOTES: INGLESIDE BRANCH LIBRARY

Location: Ingleside Branch Library

When: Saturday, June 7, 2003
10:00 a.m.

Attendees:

Ingleside neighbors	25
Other public	4
Elected official	1
Library Commission	1
Library/City staff	5
Architects	4
Friends & Foundation	1
Total	41

Agenda: Welcome & introductions – Mindy Linetzky, Bond Program Administrator
Project update– Susan Hildreth, City Librarian
Project overview & introduction of architects - Marilyn Thompson, Bond Program Manager
Ingleside Library Community – Wayne Gehrke, Group 4
Ideas from the Design Competition – Anne Fougeron & Michael Perry, Fougeron Architecture; and David Schnee & Wayne Gehrke, Group 4
Next steps – Susan Hildreth, City Librarian
Adjourn

Summary: Susan Hildreth reported that the Board of Supervisors' Finance Committee recommended the purchase of the Sunset Auto Shop site (1298 Ocean Avenue at Plymouth) and the full Board will vote on it June 10th. She explained that the library is planning to submit a proposal for the Ingleside branch to the State of California under Proposition 14, to help fund the branch improvement program, which is due in January 2004. As part of the Proposition 14 application, SFPL is developing a Cooperative Services Agreement with the SFUSD between the Ingleside branch and Aptos Middle School. She also thanked the Westwood Park Association for their help in contacting their members to remove restrictions from the new library site, in order to gain clear title to the property.

Marilyn Thompson outlined the steps involved in choosing the architects and building the new library and expected that construction would begin in spring or fall of 2005. The current branch will remain open during construction.

Wayne Gerhke led a discussion on what makes Ingleside a unique area and who is not using the library.

David Schnee, Anne Fougeron, and Michael Perry broke the audience into three groups to circulate around the three competitions entries. Each group commented on the pros and cons of each design.

Supervisor Fiona Ma and Taraval Police Captain Keith Sanford stopped by to show their support for the library.

Susan Hildreth concluded by explaining that the architects will take today's feedback, come up with design schemes, and bring the discussion back to the community in 2-3 months.

Discussion Notes:

"Ingleside Library Community" general questions

Q: If we win the Proposition 14 funding, do we get 65% more library?
A: No, the Proposition 14 funding supplements the entire Bond Program. $10 million is needed to fund the whole program. Note that whether or not we get state funding, the new branch will be built.

Q. Where is the Library Program from?
A. It was developed by consultant Drew Harrington, with library staff and community input.

Q: How will drop offs occur at the new library? How will you make it safe at Plymouth & Ocean?
A: It's too soon in the design process. We will take safety into account and work with other departments when configuring sidewalks.

Q. Were there environmental concerns about this site?
A. Yes, and public health permits have been cleared. We have also completed a geotechnical report, surveys, and a Phase 1 environmental study.

Q. Is there land for a playground?
A. The Balboa Park Station Area Plan allows for public use of remaining open area, such as for a play area, patio, landscape, etc. For the Proposition 14 proposal, we need to show that there is room for future expansion of the library. In addition, there is a PUC easement adjacent to the property that could be included with our space for landscaping.

Q. Are your firms (referring to architects) equal opportunity employers?
A. Yes.

Q. Do you have any Chinese people working for you?
A. Yes, many.

"Ingleside Library Community" comments in response to: What is unique about the Ingleside neighborhood?

- When designing the new branch, meld with the Westwood Park style of 1920s bungalows. Make it English or Spanish style, not modern.

- Ingleside is a series of neighborhoods. We have a new street makeover of Ocean Avenue. The new library should attract people to walk and shop on Ocean Avenue.

- The new branch should have continuity with the façades on Ocean Avenue.

- Make Ocean Avenue better than it is now; add to the new vision of Ocean Avenue.

- New users include City College students, many of whom are non-native speakers of English. They cannot get new fiction at the City College Library.

- There are many bi-lingual speakers residing in this District.

- The Inglewood Terrace community has changed over the past 37 years. It used to be predominantly Black. It's currently about 10-15% Black, 40%White, and 50% Asian (though not only Chinese -- Korean, Southeast Asian, Japanese). Lots of different languages are spoken.

- It's a multi cultural neighborhood.

- People here love their libraries. They read in the car, want multi media and audio books. Ditto to meld the architecture with Ocean Avenue scene.

- This building is the first in the Balboa Station Area Plan. Make it a jewel and influence the Kragen Auto lot next door.

Who is not using the library?

- There's not enough seating.

- Need to do outreach to Aptos Middle School. They are not using this library and have a literacy problem.

- Don't use this library because children go to school in the Mission.

- Don't use this library because it's uninviting.

- Don't use this library because it's closed on Sundays.

Comments regarding the design competition ideas:

Fougeron/Group 4 design boards:
Pros:
- Garden area ties into adjacent PUC green strip
- Visibility of garden
- Location of kids: close to circulation desk
- Westlake: glass in front – beacon
- Program room use after-hours
- Skylights
- Lighting in reading room
- View to garden
- Inside courtyard (best of 3)
- Clearly defined areas (not designated)
- Burlingame style
- Open to street

Cons:
- Safety of kids: where to place them?
- Move entry to Plymouth
- Too institutional
- More informal
- Teens at street – visible
- Hard edged
- Bathrooms on street
- No tile/stucco
- Ugly school-like (brick)

Other Ideas:
- Cultural references on exterior: American, Western, Oriental
- Natural fresh air
- Offer a free book exchange program
- Whims of children
- Program room on street and opening onto garden
- Program room as a community room

Tom Eliot Fisch/Pfau Architecture design boards:
Pros:
- Inviting entry
- Water element in garden
- Abstract garden design
- Natural ventilation
- Comfortable for pedestrians
- Large sidewalk at front
- Good natural light
- Entrance – welcome
- Mass broken up into smaller elements
- Protected open space
- Has its own style/identity

Cons:
- Not warm, too modern
- Too many elements, geometry
- Confusing
- Connection to street
- Definition of teen space
- Modern "look", mix of look with Burlingame
- Not enough consistency with existing Ocean Street front
- More windows to street
- Take into account Ocean Avenue streetcar noise

Other Ideas:
- "Mini" esplanade at entry: landscape and space at entry
- Play area built into plaza (like Embarcadero and Townsend, not play "equipment")

Thomas Hacker Architects design boards:
Pros:
- Open windows, light
- Entrance on Ocean
- Landscape/trees
- Community room with after hours access
- Windows on the street – look in
- Glass to garden
- Connection to garden
- Access to meeting room, connection to garden
- Fresh air – natural ventilation
- Maybe do not need air-conditioning

Cons:
- Garden location not adjacent to PUC green belt
- Make children's area more separate to avoid disruption and adults passing through
- Too much light – don't make a greenhouse
- Cannot see front entry
- High ceiling
- Boring – too many straight lines
- Outdoor space wrong place
- Inside: too boxy, little room
- Program room location wrong: should be on street
- No interest on Ocean Avenue (there needs to be strong visual statement)
- Dated plan
- Masonry
- Cold (East European)
- Uninviting
- Flat/hard-edged
- Undefined children's and teen area

SAN FRANCISCO PUBLIC LIBRARY

BRANCH LIBRARY
INVMPROVEMENT PROGRAM

COMMUNITY MEETING NOTES: INGLESIDE BRANCH LIBRARY

Location: Ingleside Branch Library

When: Saturday, January 18, 2003
10:00 a.m.

Attendees:

Ingleside neighbors	20
Other public	6
Elected official representative	1
Library/City staff	9
Art Commission	1
Friends & Foundation	1
Total	38

Agenda: Welcome & introductions – Mindy Linetzky, Bond Program Administrator
Update on site purchase – Susan Hildreth, City Librarian & Marilyn Thompson, Bond Program Manager
Architect selection & competition - Marilyn Thompson, Bond Program Manager
Future programs & services – Drew Harrington, Library consultant
Cooperative agreement with SFUSD – Donna Corbeil, Chief of Branches
Public Art Program – Judy Moran, SF Arts Commission
Adjourn

Summary: Susan Hildreth reported that the City is negotiating to purchase the Sunset Auto Shop site at 1298 Ocean Avenue at Plymouth. The Library Commission has recommended the purchase, which the Board of Supervisors must approve. The Department of Public Health will be issuing a notice that it is a clean, non-toxic site, and the Planning Department is expected to issue a "certificate of exemption" from CEQA environmental review. She also explained that the library is planning to submit a proposal for the Ingleside branch to the State of California under Proposition 14, to help fund the branch improvement program. This proposal is due in March 2003.

Marilyn Thompson outlined the steps involved in building the new library and expected that construction would begin in late summer of 2005 and that the branch would be completed in 2007. The current branch will remain open. As part of the process to choose an architect, Ms. Thompson explained that 3 design firms would be asked to submit designs for the Ingleside Branch. This Design Competition will be on display at the branch (see attached flier). She stressed that the competition is to choose an architect, not a design. The community will have many opportunities to work with the chosen architect to shape the final design.

Drew Harrington discussed the Community Needs Assessment that interprets community surveys, interviews, public meeting input, and demographic research into common themes. In addition, she outlined the proposed Library Building Plan (see attached Building Planning Update & Community Survey results).

Donna Corbeil presented how the library staff has talked to many community groups, businesses, City College, local schools, teachers, and students on how they use the library's facilities. The Library is working to formalize the relationship between the schools and the Library, in the form of a Cooperative Agreement, to create a Career Center. This joint venture with nearby schools would strengthen the Proposition 14 application to the State.

Judy Moran from the San Francisco Arts Commission discussed the public art program for the library and led a discussion to garner themes and ideas for the new art. Three members of the community (Nanette Asimov, Julia Bergman, and Alice Wallace) were selected to sit on the art selection panel, along with the branch librarian and project architect .

Marian Chatfield Taylor from the Friends & Foundation was introduced, explained that they will be raising $15 million for the furniture and equipment for all the branches, and encouraged everyone to get involved.

Discussion Notes:

Discussion related to Proposition 14, choosing a new architect, and the design process:

Q: Did you only advertise to a limited number of architects, on a certain pre-approved list?
A: No. The Request for Qualifications (RFQ) was advertised widely. Private architecture firms across the country applied.

Q. Why do you need to submit a Proposition 14 application?
A. Because the budget for the entire Branch Library Improvement Program is short $10 million, with the expectation that we'd raise it from Proposition 14 funds.

Q. Why didn't Excelsior get Proposition 14 funding?
A. The Excelsior application was rated very good. However, one of the priorities of the Proposition 14 program is for the projects to have room to expand in the future. The Excelsior site has no room for expansion.

Q. Why don't organizations such as the American Library Association (ALA) create a book of specifications for creating new libraries?
A. They have created such a book and we use it. We also use LIBRIS Design, a state library program

Q. Will the branch be on two levels?
A. We prefer a one-story branch, due to staffing constraints.

Q. Can you tell us the names of the six firms who will be part of the Design Competition?
A. No, not at this time. It's a blind competition.

Q. Will the library's representatives be able to avoid mistakes, such as those at the Main?
A. The competition is to pick a designer, not the final design. The community, along with library staff, will have opportunities to oversee the design.

Q. Who will evaluate the competition designs?
A. We've selected a panel of distinguished architects and librarians. The initial RFQ's were evaluated by Susan Hildreth, the director of the Oakland Public Library, the past president of the American Institute of Architects, a professor from UC Berkeley, and a staffperson from the General Services Administration.

Q. How much input does the community get in the Design Competition?
A. The Community Input is worth 10 points, siting 20 points, function 30 points, and design 40 points.

Discussion related to Community Needs Assessment and Building Plan:

Q. Children did not complete surveys. How were they represented?
A. They were well represented in what we heard from adults.

Q. Can we have an outdoor area in the new branch?
A. We need to see what the architects propose. The site is 11,000 square feet and the building is to be 6,000 square feet and we want to have room to expand.

Q. Are there plans for a pamphlet room?
A. We plan to build as few separate rooms as possible. Often there are separate spaces for specific things.

Q. Does the plan suggest parking?
A. We're a transit first City. Zoning for a library does not require parking.

Q. Will there be a park off a playground?
A. It's open to the architect's ideas.

Q. Will there be discussion of parking with the neighbors?
A. Yes, the plans will be reviewed by the community. However, the City has a transit first policy and the Balboa Park Plan does not want parking. Also, we will gain parking spaces on the street from reducing curb cuts and the Balboa Station Plan has a goal to increase marked spaces.

Q. Will you have a drive through book drop?
A. No. It's dangerous. People hit them. The new library will be designed to be primarily a neighborhood branch.

Discussion related to Cooperative/Joint Use Agreement with local schools:

Q. What materials would schools need?
A. Reference materials, such as encyclopedias.

Q. Will you set off space for a career center or is it just a separate collection?
A. A separate, increased collection.

Q. Why did you target Balboa High School to work with instead of other schools?
A. We've approached all of the public schools. Aptos and Balboa HS responded and we're following up with both of them. We need actual agreements with the schools before March for the Proposition 14 application. Also, we work with all schools now. Our materials on careers, school catalogs, and how to apply for jobs & colleges are open to all students, and adults as well.

Q. Can you do other school programs after the Proposition 14 application is completed?
A. Sure, as long as we focus on the needs of the community and this branch.

Q. The survey shows we need Literacy Training. Have you talked to Kathy Long, from Commodore Sloat, who used to be a Friends & Foundation board member, about such a program?
A. We'll look into it.

Q. Does the Joint Use Agreement specify use of funds or space for a set amount of time?
A. It's a 20-year agreement and has no cash commitment. It only focuses on mutual services and activities. There will be no space in the new branch assigned to school use.

Q. Are there existing model relationships between schools and libraries?
A. This is an informal process. Toni Bernardi, the Library's Chief of Children & Youth Services, has initiated numerous programs with schools.

Discussion related to Public Art for the new branch:

What are the strengths of the Ingleside neighborhood?

- Human scale
- Nature
- Open space
- Multiple cultures (but do not emphasize a particular culture)
- Good transit access
- Harmonious marriage of grid and city beautiful layout
- Old Spanish style roofs
- Arts & crafts architecture

What are possible themes for the public art?

- Literature (see Portland Library's children's area)
- SF History and our neighborhood's history

What are other art projects that you like?

- Oceanview Library's reliefs on the exterior
- Can we have rotating artwork where it changes like in a museum? [Art Commission response: Not as part of these funds.]
- Mobiles that move with the wind
- Sculptured hedges/topiary
- Art is bookmaking. Art as it relates to books.
- How much money is allocated? [Art Commission response: $36,000]
- Can children participate in the art? [Art Commission response: Only if the chosen artist is interested in working with children]

Organization: **Ingleside Terrace Homeowners Association**

Location: **St. Francis' Episcopal Church**

When: **Saturday, November 16, 2002**
                10:00 a.m. – 12:30 p.m.

Attendees: Members: 47

Summary: The Library was asked to update the participants about the new Ingleside library. Mindy Linetzky, Bond Program Administrator presented. Dominic Scappaticci, Ingleside Branch Library Children's Librarian took notes and mingled. The Ingleside Terrace Homeowners' Association serves 750 homes. About 25 people signed up to be kept informed about library meetings.

What's special about the Ingleside neighborhood?

- Walking down to the ocean
- Going to the library along side food and business places
- Beauty and history of our homes – architecture
- Diversity of population
- Family orientated
- Lots of yards, greenery, and gardens
- However many places in the district are not beautiful

What do you like & not like about the current Ingleside Branch Library?

- Don't go to it
- Need later hours
- Need parking
- Too small
- Looks like it doesn't offer enough – not much visual appeal
- Need to look more like a store – have more appeal
- Like getting any book I order
- Good that library is closer to students (City College)
- Want greater access for school kids
- More community outreach
- Afterschool programs
- Wants it open later hours
- Make an expanded children's section
- Need a lapsit program for young children
- Need a community room. It would be in a neutral space (not in a church)
- Need books
- Separate areas between school children and adults
- Don't let it become a daycare center

What kind of collections would you like to see in the new library?

- Teach kids to respect their elders, teach them morals—need to hire people that will teach kids to do the right things
- No videos, just books

- Sight lines are bad in the library
- Make new library spacious with comfortable chairs and tables and places to read
- Separate teenagers and kids
- Create a study area
- It's important to have books and videos for alternative learners
- Great having a large collection of audio books
- Need books in multi languages
- Library feels cramped and crowded
- Need to separate kids and adults
- Needs a more open feeling, with windows and light

What kinds of services would you like to see in the new library?

- Talks by authors/poets, Bay Area notables such as Lemony Snickett
- Email bulletin of library events

If we had a meeting room, what size should it be?

- As big as this room (SFPL note: huge)
- A room which could hold this many people – 50 people
- Build a second level with a meeting room and bathrooms
- Bernal Heights has a good meeting room in the lower level
- Isolate teenagers
- Don't want to sacrifice kid's areas for meeting space
- The Cities of Albany and Redwood City have good library designs

Other:

- Include natural daylight
- Lots of good lighting
- Energy conservation
- A gentleman commented that the Public Library is done with. Everyone has books and TVs and your home can be a library if you want. Libraries are toasts. Technology makes them obsolete. No money should be spent on this.
- A woman replied: This library will make a "better" street and make the street safer. It provides for people without money. Free services and a brand new library is thrilling. We all want the library of our childhood. It does not discriminate. It's free. It's a place for everyone to go to.
- Like West Portal library because of the separate children's space
- Even with technology, we need a library to do research and people do not have room for all books they want at home. It's a place for publications you can't afford. It has materials you need but can't own.
- Hope that the Ingleside library will embrace history projects, such as those done at Oceanview. Display our neighborhood history.
- Have a senior book mobile. There's a lot of elderly in the area.
- The new building should be consistent with other area buildings – it should blend in.
- People are fundraising to purchase children's books. There's an effort to raise funds for a matching grant from the Emerald Grant. Need people to donate and pledge.

Date: 11/15/02
Name of Organization: **Ingleside Branch Library Affiliate Friends Group**
Interviewer: **Drew Harrington, Library Consultant**
Attendance: **4 members of Friends Group**

Drew Harrington provided some background information about the Branch Library Building Project. The Friends Group had come together casually for coffee while Ms. Harrington was in-town to work on the Ingleside Project.

An informal discussion of the Branch and community and library needs followed.

The Ingleside Neighborhood has a high level of home-ownership, and a good deal of pride of place. "Friends" in the group have all lived in the area for many years, some since the 1960s.

Economic diversity in the neighborhood seems to be growing. There are now some very poor people living in the area, and because housing is expensive more than one family sometimes lives in a single-family apartment.

The community has a growing number of immigrant families, many of whom do not speak English, or speak only a little English.

Although all of the "Friends" participating in today's meeting own home computers and subscribe to Internet service, they believe that many of the poorer and newer residents of the neighborhood do not have computer access at home.

The Branch Library should provide programs and events and collections that promote literacy and reading and appreciation of literature. The Library is about learning, reading and intellectual curiosity.

Discussion moved to what features and services the group hopes to see in the new Branch Library.

- Open sight lines
- A separate area for children
- Emphasis on the arts (will be 2% for art in the building project)
- Bathrooms need to be easy to find and have sight lines to them—currently they are rather remote and on a different floor level from the rest of the Library.
- Need a place for meetings and programs which is not available now—meetings usually draw about 20 people, programs might draw more, the room needs to be available even when the Branch Library is closed
- More new adult recreational books are needed, many adults in the community use the branch mostly for recreational reading
- It would be very nice to have some outside space—perhaps a plaza that was reached from inside the Library
- We need to keep safety and security in mind so that people feel safe going to and from the Branch (Many or most people will walk to the Branch Library)
- The new branch should be more like a bookstore, with comfortable seats, not just at tables
- We would like to have a cozy periodical area
- Seating should be about comfort first, and décor secondly

- It would be good to get public input on furnishings—bring in samples and let people try them out
- It would be good to have space for some kind of "book swap" service that was free, or nearly free
- Maybe there should be a designated area where it is okay to have food and drink
- Make the window operable and make the most of a naturally mild climate rather than creating a false interior climate

SAN FRANCISCO PUBLIC LIBRARY

**BRANCH LIBRARY
IMPROVEMENT PROGRAM**

COMMUNITY MEETING NOTES: INGLESIDE BRANCH LIBRARY

Location: OMI Senior Center, 1948 Ocean Avenue

When: Thursday, November 7, 2002
7:00 p.m.

Attendees:

General public	22
Library/City staff	5
Art Commission	1
Friends & Foundation	1
Total	29

Agenda: Introductions & Welcome – Paul Underwood, Deputy City Librarian
Project Update – Marilyn Thompson, Bond Program Manager
Community Discussion – Paul Underwood, Deputy City Librarian
Public Art Program – Judy Moran, SF Arts Commission
Next steps – Marilyn Thompson, Bond Program Manager
Adjourn

Summary: Marilyn Thompson outlined the upcoming steps for the building of the new Ingleside branch library. She explained that this was the first in a series of meetings that would occur during the planning process. Today's comments, along with community surveys and research will result in a Community Needs Assessment and a Library Plan of Service. These reports form the basis for a Building Program, which the architects use to design the new branch. The City is negotiating to purchase the Sunset Auto Shop site at 1298 Ocean Avenue at Plymouth.

Paul Underwood led a discussion designed to find out what services the community would like to see at the new library. He also explained that the library would like to submit a proposal for the Ingleside branch to the State of California under Proposition 14, to help fund the branch improvement program. These proposals are due in March 2003 for the next grant cycle or January 2004 for the final grant cycle. Judy Moran from the San Francisco Arts Commission presented the public art program for the library. Three members of the community will be selected to sit on the art selection panel, along with the branch librarian and project architect. She encouraged audience members to apply for this panel. Applicants will be voted on by the community at an upcoming meeting. Kathy Bella from the Friends & Foundation was introduced and explained that they will be raising $15 million for the furniture and equipment for all the branches.

**Discussion
Notes:**

What makes Ingleside a special neighborhood?

- It cannot be categorized, because there are so many different neighborhoods (Balboa Park, Mt. Davidson, Westwood Park, Ingleside Terraces) in the area. There is some ethnic diversity. It might work better to have smaller meetings within each community defined neighborhood.

- Ocean Avenue is Ingleside's main street.

- City beautiful grid comes together here.

- Great diversity in housing and wealth.

- Need a place for all children to go to and learn about literacy and learning.

What do you like about the Ingleside Branch library?

- Corner location and good new site on corner. New building is unique and inviting—it invites people to come in. Outside is attractive and draws people in. Inside is as important—it must <u>invite</u> people in. In the current branch, you see the new non-fiction first but there is nothing to invite people to the back. What in the design, invites people in and orients them to whole space at the entrance? Not a lot of computers.

- Likes monumental feel of the current site. Friezes and trim are attractive for people to visit. High ceilings are nice for people who may not have elegant homes. Keep the "Grand Space" feeling, not the layout, which is not that easy to use.

- Likes high ceiling, windows and trees outside. More adult PCs, 3-4 more for children. At Richmond and West Portal, people can go left or right—children and adult spaces are separate and broken up.

- Likes current furnishings—solid and good quality.

- Problem with height and shelving—feels cramped. Maybe people could visit other libraries to get ideas—likes and dislikes.

- Likes access to librarian—easy to find and ask questions, easy to find help.

What are services you would like to see in the new branch library?

- Community room for programs.
- More books for young people.
- High quality, unabridged audio books.

If we had a community/program room, what size should it be? And for what uses?

- Other places like "Halloway Terrace" have rooms, but people can't use them anymore. Who will manage this space at night? Consider City salaries and upkeep. Would the library hours be increased at new space? If not, community room would have limited use.

- In last five years, community has come together for various reasons—a community room could be a place to bring people together.

What services are needed in the library for students?

- Set-up teen programs and multi-use space that children could use. Students in OMI go to 1 of 3 schools. These vary in effectiveness. School children and their families need help in "literacy," which includes learning how to do research, etc. A lot of foster children are encouraged to get a library card, but when they lose it, they are locked out of the library permanently—there could be a room or non-profit system or some way to help them. Maybe buy books inexpensively. Spread out selling of books and fundraising to branches such as Friends book sales at branch libraries.

- How would volume of books be determined? Would inclusion of a community room take away from the number of books? [SFPL response: We need to make hard choices and balance needs.]

- Consider a wide selection of new/current books and periodicals, which is a big draw. This is what the library should be about.

- City College has aggressive exhibit program that is tied to collections. Consider exhibit space. City College is sharing these with other places.

- What is current circulation at branch? [SFPL Branch response: Circulation has increased at new location. There is high teen circulation compared to other places, higher adult vs. children's].

- Likes idea of moving art exhibits—experience with other places where this is done. Creative arts focus.

- Public schools have problems with their libraries going down hill. Could the public library help, reach out to children that need it?

- Designate person in branch that could be contact for Aptos and Denman schools, which have language needs. Want to see middle schools working with library - create complimentary programs and support.

- Public art directed and inclusive of children.

- School assignments for specific titles—have collections at library to address this. Are books in other languages important and how are they used? Consider increasing. Try and see what books at City College and San Francisco Unified School District to not duplicate. Better understanding of "curriculum support" and what it means to public library.

- Students from high school go to City College to use collections with "community card."

Other comments/questions:

- It was suggested that when panel is put together to choose an architect, include a member of the community and a member of the Council of Better Neighborhoods program of the Planning Department. [Subsequent SFPL action: Amit Gosh from the Department of Planning will be part of the evaluation panel.]

- Are architects required to put up a bond? [SFPL response: Not for professional services but for construction. The construction companies have insurance].

- What does 6,000 square feet look like compared to the current site in the Bank building? [SFPL response: It is 30% more space than in the B of A building].

- Will there be any parking on the new site? [SFPL response: It is not included as part of the plan]. Balboa Park plan and Transit First City could develop pedestrian walkway and open space next to library space for potential expansion. It is in the middle of Alemany Gap where the community college is part of neighborhood (35,000 enrolled this year)—hundreds of community users. There was a request to get more computers for the public.

- Once the site is purchased, will there be abatement/period of time before we get started? [SFPL response: We will proceed quickly but should submit for Proposition 14 funds probably in the March 2003 or the January 2004 cycle. We would not put project out to bid until the award is announced 4-6 weeks after submittal of the application.]

- People of Westwood Park consider new branch site part of their neighborhood with design review oversight.

Discussion on the presentation on the Public Art Program by Judy Moran, SF Arts Commission:

- There is a Master plan for art for MUNI. Anne Champerlaine is artist on this. Opportunity to see Oceanview Avenue art.

- Will the Branch art be inside or outside? [SFPL response: It's not determined yet.]

- Will the Branch art be coordinated with construction and design plans? [SFPL response: Yes]

- What is the timeline for the project and how is it related to artist selection? [SFPL response: The artist will be selected in time to coordinate the art with the architect's plans.]

- What do we mean by Ingleside Resident? [Arts Commission response: Self-identified users]

- Coordinate architect selection with art group community representatives.

Ingleside Branch Library

Community Meeting

April 4, 2002

7:00 p.m.

Presenters: Susan Hildreth, City Librarian
               Marilyn Thompson, Bond Program Administrator
               Charles Dunn, Real Estate

The meeting was held at the Ingleside Branch Library.

Agenda: Introductions
        Options
        Project costs
        Next Steps

Public Comments & Questions:

- What size lot was the library looking for when they started the process?

- The Library was in a small site for 38 years, then moved to the current location, which is substantially larger, and this seems to be meeting the library needs of the community.

- Who developed the S.F. cost estimates for renovation of the current Ingleside Branch site, the $500 SF estimate seems very high compared to new construction costs.

- What would it cost to demolish the current site in the Bank of America building and start over, it seems it might be a better use of funds?

- The current location is more centrally located than the other alternates, this is important to consider in decision making. Has anyone looked into the value of this and the cost benefit of being located in a commercial district?

- In the Ocean View Branch building project there was frustration related to the design which resulted in a plan that did not fully meet community expectations.

- How will the library do better with this project? Can they get to a better place as far as design and architectural development is concerned? Can Marilyn Thompson talk more about the Library's plans related to this?

- In the Ocean View branch project the Department of Public Works/Bureau of Architecture brought two plans to the community -- in the final plans a community meeting room was lost.

- After the recent Charrette those who attended were left with a desire to hire one of those architects, the importance and potential of original design from the team came through. Another concept stressed was that proportions are key.

- The renovation of the current Ingleside site to 6,000 SF may seem large but we should consider future need and the 'build it and they will come' concept. The Library and community need to plan for 20 plus years. In planning for the future consider the work of the Department of Planning [Balboa Park and Ocean Ave Redevelopment/Improvement Plan] and other plans to develop the community and how the library will fit into the long term planning for the neighborhood.

- The cost of escalation is important when considering the options.

- It's important that the Library know what it wants, the number of floors, SF and location.

- The current site is an excellent location but the cost of renovating it is more than new construction. Could another floor be added to the main space of the current site?

- Will a new library for Ingleside include a meeting room and a senior citizen room?

- What's the difference in SF between the current site and the proposed new site and the building that would be built? The current site has many good qualities.

- Has the library fully considered and responded to questions about the current site, including it's value, demolition costs, relocation etc.? There is the fair market value and the actual price that will be paid to consider.

- What's the value of staying in the current site and purchasing it?

- The proposed Sunset Auto site would benefit some members of the community, in particular those living at that end of Ocean Ave.

  [Susan Hildreth asked about demolition of the current site, is this really an option the community would like to consider.]

- The consensus seems to be to not demolish the Bank of America building, it is a community asset. It is a beautiful building that could be used for another purpose, maybe a market for example similar to the one on Mission Street in a historic building.

- The cost for the project is high because government projects cost more due to many factors.

  [Ken Rich from the Planning Department was present.]

- What are the future plans for the neighborhood, how much new growth is planned and housing units?

- Ken Rich responded to the questions regarding Planning's Balboa Park project, he believes that 150 to 200 new units are planned that would be an estimated 600 new residents.

- What is the cost benefit analysis of waiting till 2003 to purchase property? Would the cost go up or down?

- What about the Sunset Auto site -- is it a clean site and will there be clean up costs?

- Are there funds available for the Sunset Auto site that are not available for the current site's purchase and renovation?

  [Charlie Dunn reviewed the original criteria for siting and compared the Sunset and the current site.]

- Where would the Library get the additional funds for the renovation of the current site if we wanted to pursue that?

- There seems to be agreement that the Library/City should own it's buildings, it's a mistake that they haven't previously. It does seem that the Library is predisposed to the Sunset Auto site. It seems that another estimate for the current site's renovations should be done, perhaps the firm that did the Ocean view Branch could do it since they have library experience. Is there anyway to get the renovation costs down?

- We shouldn't assume that new is always better, it can still have functional problems like the Main did.

- There are many residents who are in favor of the Sunset Auto site.

- Is the Library still open to hearing about additional sites between now and the 18th?

- What exactly would the Bank renovation include? *[The report will be available at the branch for people to review.]*

- One of the planned community projects is for housing and retail at the corner of Plymouth and Ocean, near where the Sunset site is. This could make that area a commercial district as well.

- How do we get to the 2007 opening date for the new branch if it is at the Sunset Auto site? What happens between now and then? How long is the permitting process?

- Is there library parking contemplated for the Sunset site or does the Planning Department plan restrict this? Ken Rich responded that it would be possible if the library wanted to consider it.

- Parking is important because the constituency of users changed when the library moved to its present location and it will change again at the Sunset Auto site. The Library is the focal point of the block now with the cafes near by so that people may walk or park and do several things. Once you get into your car it doesn't matter as much which branch you go to and the site with parking then becomes more appealing and perhaps the deciding factor.

- Has the use and circulation increased at the current site compared to it's previous location?

- There would also be street parking and produce markets and café's near the Sunset site to draw people there. Could there be metered public parking under the new library? It's something that would benefit the merchants.

- Is there a precedent for mixed-use libraries with other functions? It seems like a good idea to consider in the SF.

- There is a desire to have open green space as well because land is at a premium and undeveloped space is in short supply.

- A small library parking lot at the Sunset site with 10-12 spaces would help, especially since the site is bigger than needed for the building itself.

- Why complicate the project by making it mixed use when there is funding for a stand-alone library in Ingleside.

- The people living in the Westwood Park community (by Sunset Auto site) would probably appreciate if it were one-story library vs 4 or 5 stories tall.

- If the Library did stay in the current site and purchase the building would the landowners next door be effected or have to sell their property to the City?

Next Steps
Susan Hildreth let the attendees know the next Library Commission meeting on April 18th will include the Ingleside Branch in its agenda as an action item. The Library staff will be recommending that the Sunset Auto site be pursued.

Ingleside Site Meeting Notes

Attendees = 31
Library commissioners Bautista and Steiman present

Possible sites presented:
1. 1649 Ocean Ave. (Bank of America Building)
2. 1045-1051 Ocean Ave. (McDonald's auxiliary parking lot)
3. 1607-1623 Ocean Ave. (Avenue Club)
4. 1250 Ocean Ave. (Sunset Auto)
5. Phelan Loop
6. 1927-1939 Ocean Ave. (Kimura Gallery)
7. 1945-1957 Ocean Ave. (Ramallah Hall)
8. 1300-1320 Ocean Ave. (Viking Sub)

Discussion after presentation:
Current site in B of A building -
Does the B of A building have a basement? Yes, but not useable
Advantage of getting a new site would be possibility of including parking below and
maybe housing (senior) above (problems with mixed use, look at Safeway site on Ocean
with housing above)
Know what it looks like already – historic
Code issues will include electric and seismic
Functionality and maintenance not ideal
New space should allow room for more books
New site would be opportunity to get ride of negative site in neighborhood by replacing
with library (maybe toxic site)
If have to seismically upgrade B of A site and move out what will happen to service
Want public meeting room and B of A could provide in adjacent storefront
Get more for money
HCD was in adjacent space, now in CalFed, low income housing advocates

Rail line on Ocean may result in businesses closing, but revitalize street afterwards and
for long term
Density and traffic increases toward City College that could be detrimental to library use
by children and neighborhood
Think long term in library siting
Aptos and preschools don't go beyond walking distance of the 3 area schools
7 Eleven store complex - large site and close to school MC2 area, get rid of current
parking lot
Red Roof restaurant (@ Jules and Ocean Ave – vacant, rundown, lot large, design with
below site parking and housing, it might be a church
What about parking?
Would include in any new plans space for drop off, ADA, delivery because city is a
transit first city not priority but will work with parking needs

What about a 2-story space? Library feels that best for our function to be on one-floor, ideal

Partnerships? – Library willing to explore but may effect timeline

Library will follow code – Planning Dept (Ocean Ave./Balboa Park revitalization project) will be considering a 'specific plan' with built-in provisions

Once the land is selected would like to see a design competition for the design of the building

Muni site – substation with toxics issues

Any state funding for parking?

Can library accept $ for capital, land or building

YES to Garage site – it's an eye sore and time to clean it up may effect size of building possible

NO: Muni transformer site; Phelan Loop is too dangerous for pedestrians and need to stay close to schools; Gallery is a long standing business; Not church

Group Recommendations in Priority order:
Voting by standing, everyone has 2 votes –
#1 B of A = 21 (only pay fair market value)
Red roof = 17
#4 = 12
#7 = 12

No votes for #2, #3, #5, #6, #8

WESTWOOD PARK

April 30, 2003

Dear Neighbor:

We're writing to tell you about an exciting opportunity to improve our community. The City is developing plans that could bring a new branch library to 1298 Ocean Avenue, the site currently occupied by Sunset Garage. This would replace an eyesore with a state-of-the-art neighborhood resource. But in order for this to happen, we all need to take action.

The Westwood Park Association has been working closely with the San Francisco Public Library (SFPL) on all aspects of this project, ranging from the interior contents to the exterior design. Because the new library would be in Westwood Park, it is subject to Westwood Park's *Declaration of Easements, Restrictions, Conditions, Covenants, Charges and Agreements* (commonly known as "the CC&Rs"), which are attached to the title of every land parcel in our community. This is the reason we need the help of every Westwood Park property owner.

Major funding for the library may come from the State of California, which requires that its projects be free and clear of any encumbrances. The CC&Rs attached to the title of 1298 Ocean Avenue conflict with State requirements. In our discussions with SFPL, it has been made clear that, if the current CC&Rs remain in force for 1298 Ocean Avenue, the project possibly would not move forward.

We are proposing a very specific modification to the CC&Rs that would enable SFPL to purchase 1298 Ocean Avenue and provide an outstanding addition to our neighborhood. This change, which you will find attached, amends the CC&Rs under the strict condition that the lot be used as a Public Library. If the lot were ever to be used for any other purpose, the full conditions and restrictions of the current CC&Rs would apply to that use.

The procedures for amending the CC&Rs set the bar very high - we must have an affirmative vote by two-thirds of Westwood Park landowners. This translates to 458 of the 686 lots in our community. **Please carefully review the enclosed copy of the CC&Rs, along with the proposed Amendment. If you agree that a new Branch Library would be a great resource for Westwood Park, please check "YES" on the enclosed ballot, and return it to us in the postage-paid envelope by May 19, 2003.**

We stress that we need your vote by **Monday, May 19, 2003** to avoid losing this unique opportunity. We believe that the biggest obstacle to passing this amendment is voter apathy,

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and we are asking for your help to get the necessary number of "YES" votes returned to the Association as soon as possible.

If you have questions about this issue, please do not hesitate to contact the Board. Also, enclosed please find the current CC&Rs, the proposed Amendment, and a list of Questions & Answers to help you make your decision.

Sincerely,

The Westwood Park Association Board of Directors
Danny Burkes, President
Laurie Haroian, Vice President
Kathleen Beitiks, Secretary
Julie Hagelshaw, Co-Treasurer
Greg Clinton, Co-Treasurer
Tim Emert, Member at Large
Anne Nelson, Member at Large

WESTWOOD PARK

Summary

- We want the San Francisco Public Library ("SFPL") to build a new branch library at 1298 Ocean Avenue, the current site of the Sunset Garage

- We believe that a public library at 1298 Ocean Avenue would represent a very positive addition to Westwood Park

- 1298 Ocean Avenue is covered by the Westwood Park CC&Rs, which, as currently worded, may prevent SFPL from obtaining funding for the new library

- We are asking Westwood Park Association members to approve an amendment to the Westwood Park CC&Rs for 1298 Ocean Avenue on the strict condition that the lot be used for a public library

- We need an affirmative vote from 458 Association members in order to approve the Amendment

- Without the proposed CC&R Amendment, it is possible that the SFPL project would not move forward at 1298 Ocean Avenue

- We need your returned ballot by **Monday, May 19, 2003**

WESTWOOD PARK

Questions & Answers

How will the proposed Amendment affect existing height limitations at 1298 Ocean Avenue?
The height limitations applicable to 1298 Ocean Avenue will not be changed by the proposed Amendment – such limitations are a product of zoning regulations that already exist on the lot.

How will the proposed Amendment affect existing design limitations at 1298 Ocean Avenue?
The Residential Character District and Design Guidelines that apply to residential properties in Westwood Park do not apply to commercially zoned properties.

Does this action set a precedent for changing the CC&Rs to suit particular businesses?
The authority to change the CC&Rs rests with the residents. Without a two-thirds vote of Association members, the CC&Rs can't be changed for any reason.

Where can I view proposed designs for the new Branch Library?
The SFPL has preliminary plans for the new branch. It will be approximately 6,000 square feet and one story high. Designs are being shown at community meetings, on the SFPL website, and are posted at the old branch library. The architecture team of Fougeron Architecture/Group 4 has been chosen to design the building. You can see their Design Competition entry at the Ingleside Branch library or on the Library's website: www.sfpl.org.

Is information about the new library available on the Internet?
Yes. Check out the Library's website at www.sfpl.org – click on Branch Improvements and then the Ingleside Branch.

Assuming that the Amendment is approved, what is SFPL's schedule for building the new library?
Construction is scheduled to begin in spring 2005, with the branch to open in winter 2006.

Who do I call at SFPL for more information?
Contact Mindy Linetzky, Office of the Bond Program Manager, at 415-557-4354 or BLIP@sfpl.org.

How do I contact the Association for more information?
You can contact the Association by phone/fax at 415-333-1125, or email us at board@westwoodpark.com

<u>AMENDMENT TO THESE RESTRICTIONS AS TO A CERTAIN PROPERTY</u>

WHEREAS, the City and County of San Francisco, a municipal corporation (the "City"), is considering the acquisition of the property known as Lots No. 17, 18, and 19 in Block 3199, as shown on the Map of Westwood Park, San Francisco, recorded March 20, 1917 in Map Book "H" at Pages 65-71, commonly referred to as 1298 Ocean Avenue (the "Proposed Library Site"), in order to construct a branch public library; and

WHEREAS, the Proposed Library Site is a part of the lands subject to the conditions, covenants, restrictions and easements contained in a Declaration dated March 24, 1917 and recorded on March 26, 1917, in Liber 1015 of Deeds at pages 25 et seq. in the office of the County Recorder of the City and County of San Francisco, State of California, as subsequently amended (collectively, the "Westwood Park CC&Rs"); and

WHEREAS, it appears to the best interests of this Association and the members thereof that the Proposed Library Site be freed from the Westwood Park CC&Rs as set forth below;

NOW, THEREFORE, BE IT AND IT IS HEREBY RESOLVED, that the Proposed Library Site is hereby freed and released from the Westwood Park CC&Rs from and after the date that the City acquires title to the Proposed Library Site for so long as the Proposed Library Site is used as and for a public library and related uses; and

RESOLVED, FURTHER, that the President and the Secretary of this Association be and they are hereby authorized, directed and empowered to sign, acknowledge and file for recordation a written instrument amending the Westwood Park CC&Rs consistent with the above resolution, and to take any and all additional acts necessary to effectuate the intent and purpose of the above resolution; and

I CERTIFY the foregoing to be a full, true and correct copy of a resolution adopted on the _____ day of May, 2003, and that said resolution was so adopted by the affirmative vote of members representing more than two-thirds of all the lots in said Westwood Park.

IN WITNESS WHEREOF, I have set my hand and affixed the seal of said Westwood Park Association, a corporation, this _____ day of May, 2003.

_____, Secretary of WESTWOOD PARK ASSOCIATION, a corporation

WESTWOOD PARK

OFFICIAL BALLOT

Should Westwood Park's *Declaration of Easements, Restrictions, Conditions, Covenants, Charges and Agreements* be amended by the text on the enclosed page entitled AMENDMENT TO THESE RESTRICTIONS AS TO A CERTAIN PROPERTY to allow a Public Library to be built in Westwood Park?

☐ YES

☐ NO

WESTWOOD PARK

May 28, 2003

Dear Neighbor:

Last month, we sent you a letter describing plans to build a new branch library at 1298 Ocean Avenue, the site currently occupied by Sunset Garage. As we explained, we need two-thirds of Westwood Park lot owners to vote to amend our CC&Rs to allow State funding for the library.

We're almost there! Over 300 Westwood Park residents have already returned their ballots and voted "YES" to building a new branch library!

Now we need your ballot.

Please mark the YES box and return the enclosed yellow ballot today. Join with other Westwood Park neighbors and help us improve our community.

Enclosed are the current CC&Rs, the proposed Amendment, and a list of Questions & Answers to help you make your decision. If you have any questions, please contact the Board members at 333-1125 or Mindy Linetzky at the San Francisco Public Library at 557-4354.

Thank you for your help.

Sincerely,

The Westwood Park Association Board of Directors
Danny Burkes, President
Laurie Haroian, Vice President
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Julie Hagelshaw, Co-Treasurer
Greg Clinton, Co-Treasurer
Tim Emert, Member at Large
Anne Nelson, Member at Large

P.S. Some people have asked whether amending the CC&Rs to build the library would raise Association fees or add an assessment to our property. The answer is no. Building a new library will not cost Westwood Park residents anything.

WESTWOOD PARK

Summary

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WESTWOOD PARK

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IN WITNESS WHEREOF, I have set my hand and affixed the seal of said Westwood Park Association, a corporation, this _____ day of May, 2003.

_____, Secretary of WESTWOOD PARK ASSOCIATION, a corporation

WESTWOOD PARK

2003 年五月二十八日

親愛的鄰居，

上個月我們寄給你一封有關在 1298 Ocean Avenue 即現時 Sunset Garage 址興建新的公共圖書館分館計劃的信。正如我們所說，我們需要三分二的 Westwood Park 業主投票通過修訂我們的 CC&R，使圖書館能取得州政府的興建資助。

我們現在差不多已到該階段！超過三百名 Westwood Park 的居民已經寄回選票，投票「贊成」（YES）在此興建一座新的公共圖書分館。

現在我們需要你的選票。

請在附上的黃色選票，在 YES（贊成）格內劃上記號，然後寄回。請與其他 Westwood Park 的鄰居一起，幫助我們改善社區。

附上現時的 CC&R，修訂建議，和一份問答，幫助你做出決定。如有任何問題，請聯絡董事會成員，電話 333-1125，或三藩市公立圖書館的 Mindy Linetzky，電話 557-4354。

謝謝幫忙。

Westwood Park 協會董事會
Danny Burkes，主席
Laurie Haroian，副主席
Kathleen Beitiks，秘書
Julie Hagelshaw，共同財政
Greg Clinton，共同財政
Tim Emert，當然會員
Anne Nelson，當然會員

又及，有些人曾問修訂 CC&R 以興建圖書館是否會增加會費或增加我們物業的評估稅。答案是否。興建新圖書館不會對 Westwood Park 居民有任何費用影響。

WESTWOOD PARK

摘要

- 我們希望在1298 Ocean Avenue即Sunset Garage 的地址，興建三藩市圖書館的新分館。

- 我們認爲在1298 Ocean Avenue有一座公共圖書館，對Westwood Park是一個有利的增加。

- 以現時的說明，1298 Ocean Avenue屬Westwood Park CC&R 範圍內，因而可能使三藩市圖書館無法取得興建新分館的資助。

- 我們請求Westwood Park Association協會會員，通過修訂Westwood Park CC&R，確立嚴格條件，只供1298 Ocean Avenue 作興建公立圖書館用途。

- 我們需要458名協會的會員通過修訂CC&R建議。

- 如無CC&R修訂建議，則三藩市圖書館此項工程可能不會以1298 Ocean Avenue爲興建址。

- 我們需要你今天寄回選票！

WESTWOOD PARK

問答

現時的建議修改對 1298 Ocean Avenue 的高度限制有何影響？

建議修改不偍改變1298 Ocean Avenue 的高度限制，這些限制屬地區條用規則，早已存在。

建議修改對 1298 Ocean Avenue 現時的設計有何限制？

用於Westwood Park住宅物業的住宅區和設計準則，不適用於屬商業區段物業。

這個行動是否開設先例，改變 CC&R，以符合某些商業的利益？

要改變CC&R的權力在居民手上。未經協會三分二會員同意之前，不能以任何原因更改CC&R。

我可以在什麼地方看到新圖書館的設計？

三藩市圖書館有新分館的初步計劃。新分館將為六千平方呎，一層高。設計在社區會議，三藩市圖書館的網頁和在舊圖書館均有貼出。被選設計此分館的建築師是Fougeron Architecture/Group 4。大家可以在圖書館的網址中看到他們的設計：www.sfpl.org。

有關新圖書館的資料，是否可收網上找到？

是的。請瀏覽網頁www.sfpl.org──按分館改善（Branch Improvements）項，再按 Ingleside Branch 即可。

假設修改建議通過，三藩市圖書館在什麼時候開始興建工程？

工程已訂於2005年春季開始，分館將於2006年冬季開幕。

如需詳細資料我應打電話到三藩市圖書館找誰？

可聯絡債券計劃經理辦事處的Mindy Linetzky，415-557-4354或BLIP@sfpl.org。

我如何可聯絡協會查詢更多資料？

你可以打電話／傳真協會，415-333-1125，或電郵至board@westwoodpark.com。

Aptos Middle School Student Focus Group
May 14, 2003, at Aptos Middle School
6 students

1.   **Why do you go to the public library?**

   - Closer than the bookstore
   - Use encyclopedias and other reference books for school work
   - Check out books before deciding to buy them.
   - Use the computers

2.   **Do you go to the Ingleside Branch Library?**

   - Most of the students have visited the current Ingleside Branch Library, but many of them do use branches other than Ingleside because it is closer to home for them.

3.   **What do they have or do that you like?**

   - Books (science fiction, horse books, etc.)
   - Videos/DVDs

4.   **What else would you like them to do or buy?**

   - More graphic novels
   - Comfortable furniture
   - Test prep books and programs
   - Reference materials about other countries
   - Books in Hindi
   - More fiction
   - Xerox machines with clearer instructions
   - Software that can be checked out, both educational and games
   - Gameboy games to check out
   - Volunteer programs for students
   - Sell diskettes cheaply
   - Listening stations for both teens and children
   - Get rid of old books that don't circulate, make library look fresh and new
   - More computers both for research and fun

5.   **Do you think the library should have people who can help you with your homework?**

   Yes, this kind of assistance is very important to kids who have working parents or immigrant parents who cannot help their children with their homework.

Date: 11/15/02
Name of Group: Ingleside Branch Library Staff

Interviewer: Drew Harrington, Library Consultant

Attendance: Gilbert Lopez, full-time Library Technician
Sarah Nelson, part-time Teen Librarian (works at other branches too) Jan Nunes,
full-time Ingleside Branch Library Manager

Note: A Children's Librarian, who was unable to attend, is in the Branch on days when Sarah
Nelson is not.

Who are your patrons/users, and what services do they use most?

Most adult use is recreational, we circulate a lot of adult books and we have a high young adult
book circulation (especially graphic novels).

There is an after school rush, and some children stay until their parents pick them up after work.
This is a safe place for kids where they can do homework and socialize.

We have see "regulars" who have a strong sense of the neighborhood and have lived here a long
time.

We also people who come in on weekday mornings (especially Tuesdays) to read the Chinese
language newspapers.

The neighborhood immigrant population uses the Branch Library heavily.

We have a lot of reserves—people borrowing books from other branches.

Seniors are most likely to visit in the mornings.

It would be nice to have space for an exhibit of neighborhood history and how it has evolved.

What do you see as the pros and cons of the space you are in?

We've been in this space for about 1½ years. Before that we were about two blocks west in
another rented space, and the Branch had been there for about 50 years.

This rented space at least has some character—high ceilings, architectural details and a "sense of
place". It has lots of light (sometimes too much).

Overall though it is just too small, and the space was not built as a library so its not very
efficient—e.g. lots of ramping to meet ADA requirements, which reduces usable space.

There is no program space at all, so there are lots of things that we just can't do.

There is no separate teen space, and the children's area is tucked in a corner, but isn't really very separate either.

The number and location of electrical and data outlets is inadequate, so we have no flexibility to arrange furniture or computers, and we are severely limited on how many computers we can have.

There are no where near enough computers. People have to wait to use a computer, and lots of times they just give up and leave. They even have to wait to use an OPAC station.

There are not enough seats, and there is no variety of seating.

The building does not have a good "flow"—people are not naturally drawn to the back areas of the Library, because they have to sort of thread their way to get there.

The location and arrangement of the service desk doesn't work, and the signs are hard to see— reference is kind of hidden.

We need better space for community information distribution, and we need a teen bulletin board.

The roof leaks and there are big problems with the HVAC—often there is no heat (old radiator heat system).

It is dark in the stacks—lighting is poor, and yet the west windows (large windows) cause overheating in the afternoon, and lots of glare on computer screens.

Acoustics are poor, because this is really just one, high-ceilinged room, without carpet, so sound travels.

Aptos Middle School Student Focus Group
May 14, 2003, at Aptos Middle School
6 students

1. **Why do you go to the public library?**

   - Closer than the bookstore
   - Use encyclopedias and other reference books for school work
   - Check out books before deciding to buy them.
   - Use the computers

2. **Do you go to the Ingleside Branch Library?**

   - Most of the students have visited the current Ingleside Branch Library, but many of them do use branches other than Ingleside because it is closer to home for them.

3. **What do they have or do that you like?**

   - Books (science fiction, horse books, etc.)
   - Videos/DVDs

4. **What else would you like them to do or buy?**

   - More graphic novels
   - Comfortable furniture
   - Test prep books and programs
   - Reference materials about other countries
   - Books in Hindi
   - More fiction
   - Xerox machines with clearer instructions
   - Software that can be checked out, both educational and games
   - Gameboy games to check out
   - Volunteer programs for students
   - Sell diskettes cheaply
   - Listening stations for both teens and children
   - Get rid of old books that don't circulate, make library look fresh and new
   - More computers both for research and fun

5. **Do you think the library should have people who can help you with your homework?**

   Yes, this kind of assistance is very important to kids who have working parents or immigrant parents who cannot help their children with their homework.

Appendix D: Community Interviews

Organization:	**Aptos Middle School**
Address	**105 Aptos Avenue**
	SF 94127
Persons Interviewed:	**Laura Hurley, Asst. Principal**
	Shenetta Osai, Counselor
Date of Contact:	**12/20/02**
By:	**Jan Nunes**

Purpose of Organization:

Middle School Serving grades 6-8 in Ingleside Branch Library service district.

Racial Distribution:

Latino	23%
Chinese 23%	
African American	22%
Other White	10%
Caucasian	9.1%
Filipino	8.3%

Library Services Most Important:

Laura suggested more collaboration with Aptos and increased public information to advertise the library, Internet access, and the latest teen books to both the teachers and students. Laura also suggested that the library make a flier, like an ad, addressed as a memo to the teachers and students (one for each of the 41 teachers) with the library's fax number at the bottom so that the teachers can fax the library to schedule class field trips. She also suggested a storytime for the 6th graders and book-talks for the older students. Laura gave me a copy of the Aptos Middle School Weekly Bulletin (Caroline Grannan at cgrannan@earthlink.net) and suggested that the library use that forum to promote the library.

Shenetta suggested that the school library and the public library have more contact and work together to encourage students to use and participate in the summer reading programs at the library. Shenetta was not aware that SFPL had a teen reading program and suggested that we talk about the program at an assembly. Shenetta said that San Mateo County has a huge publicity campaign for their summer reading programs.

Appendix D: Community Interviews

Organization:	**Outer Sunset Neighborhood Resource Center**
Address:	**2451 Judah Street, SF**
Phone:	**415-682-2800**
Person Interviewed:	**Mannie Thang**
Date of Contact:	**1/6/03**
By:	**Jan Nunes**

Purpose of Organization:

A one-stop neighborhood center which provides free information and referral services to meet the needs of seniors and disabled adults.

Racial Distribution:

The Outer Sunset Resource Center is open to the public but serves a large Chinese Senior population (about 50%) and Russian population. The services are open to the Bay Area but the majority are from the Sunset area.

Library Services Most Important:

Mannie Thang commented that she has noticed that the Chinese Seniors are not users of the library as much as Caucasians and African Americans because of their cultural differences. She explains that the Chinese don't usually have childcare outside the home even though most of the parents work. Consequently, many of the Chinese Seniors stay home to take care of the children and do the marketing since several families live together and this is partially the reason that they don't spend much time in the library.

When I asked Mannie how the library might encourage more Chinese to use the library, she suggested that the library carry more Chinese language newspapers and magazines because the seniors are struggling to learn English and it is much more comfortable for the Seniors to read their native language. Also, it is important to have staff who speak Chinese because they are not comfortable trying to speak English and would prefer to get help from staff who speaks Chinese.

Mannie also suggested that the library could provide information for Senior Services and information about the local community and community organizations in Chinese. Mannie realizes that it is sometimes difficult to get all information translated properly but, if more information could be translated, it would help to attract more Seniors to the branch. In addition, presenting and distributing flyers about programs of interest to Chinese Seniors (as given by Jane Hudson, Sunset Branch Manager) will also bring in additional seniors to the branch.

Appendix D: Community Interviews

Organization:	**Commodore Sloat Elementary School**
Address	**50 Darien Way**
	SF
Persons Interviewed:	**Ruby Tsang-Cheung, PTA President**
	Commodore Parents: Melissa Eaton & Chris Leish
Date of Contact:	**12/13/02**
By:	**Jan Nunes**

Purpose of Organization:

Commodore Sloat Elementary (K-5) is located in the Ingleside Branch Library's service district. I spoke with the PTA President, Ruby Tsang-Cheung who declined an interview because the PTA membership has decided not to endorse or do interviews for any particular library (or organization) because Commodore's students come from all over the City and they do not wish to show preference to any particular organization. However, Ruby agreed to send out an e-mail to Commodore parents including Ingleside's interview questions. I only received 2 replies which follow.

Racial Distribution:

Latino	14.1%
Chinese	47.9%
African American	9.6%
Caucasian	22.8%
Filipino	4.2%

Library Services Most Important:

Melissa Eaton, 616 Miramar Avenue, said that she would like to utilize the Ingleside Branch Library as she has other neighborhood libraries for story hour (for preschoolers), and to check out videos. She would like to see an expansion of the children's section and to have the library sponsor some sort of after school programs for the older children, for example study hall, or research time, incorporated with other activities.

Chris Leish, responded that she appreciates all the library's services including the helpful staff and the ability to special order books not in the branch and the fact that the library is conveniently located. She believes that the children's area should be in the back so that noise is not an issue and would like to see bathrooms for the children. Chris also would like a larger children's area so that we could provide more shows, informational demonstrations, slide shows (which would required window coverings) with a screen and projector. Additional programs Chris would like to see are after school tutoring for the older children, English classes for ESL folks, and holiday reading programs.

Appendix D: Community Interviews

Organization:	**Ingleside Users & Staff**
Persons Interviewed:	**Andrew Yao & Jenny Chen**
Phone:	**415-355-2898**
Date of Contact:	**12/20/02**
By:	**Jan Nunes**

Andrew Yao and Jenny Chang:

Andrew is a page at the Ingleside Branch Library and is a student at SF City College and San Francisco State University. Jenny is also a page. Both Andrew and Jenny are immigrants to this country from China.

Library Services Most Important:

Jenny and Andrew believe that the most important library services are the children's programs and computers because they attract families to the library so that they can learn about other services that we offer, such as Chinese language books that familiarize new immigrants with the educational system and legal system, medical care and social services. In addition, the parents will see the other materials we have such as Chinese language newspapers, periodicals and books plus audio tapes to help them learn English.

What Jenny & Andrew see as library needs for the Chinese Language users:

- Because the majority of Ingleside Branch Library users are Chinese,
   this branch needs more beginning basic tapes to learn English

- We need more updated and newer Chinese language books and videos (some regular patrons don't come much anymore because they have read all the books we have)

- The catalog needs a Chinese Language browser so that Chinese speaking patrons can search in Chinese (as Spanish speakers can search in Spanish)

- We have no Chinese speaking librarian or technician (only pages) and patrons cannot search on the catalog without a Chinese browser. Therefore, most Chinese speaking patrons must ask the pages how to find books unless they have an older child that can speak English. As an example, last week a teenage daughter asked me if we had a book in Chinese, for her Mother, to help her Mother speak English for her job as a Hotel Housekeeper. I couldn't find anything on the catalog and had to call the Chinatown branch to get some suggestions. To serve this community properly, we definitely need a fulltime librarian or technician that speaks Chinese.

- We need to have all of our library flyers and handouts in Chinese Language as well as English so that the community will be aware of all the programs that we currently offer.

- We need more Chinese interest programs with program flyers in Chinese.

- Programs should be offered on Saturday instead of during the week because most Chinese parents work long hours and are not available during the week. To do this, we would need a 2nd librarian on Saturdays, preferably one that speaks Chinese.

Appendix D: Community Interviews

- We should offer Saturday computer classes, for all ages, on how to search for books taught by someone who speaks both Chinese and English.

- This branch needs more computers. We currently have 5 public computers, 3 with internet access.

Appendix D: Community Interviews

Organization: **Aptos Middle School**
Address: **105 Aptos Avenue**
                                 SF 94127
Person Interviewed: **Susan Yip, Parent**
Date of Contact: **12/20/02**
By: **Jan Nunes**

Purpose of Organization:
Susan is a regular patron of the Ingleside Branch Library, is of Chinese heritage but was born in this country and her son attends Aptos Middle School. When I stopped by the school to try and interview someone, I ran into her and she introduced me to both the Assistant Principal and the Counselor. Susan participates in 3 parent organizations at Aptos, as a GATE (Gifted and Talented Education Program) parent representative, on the Safe School Committee and the Site Council (that decides how to spend the money.)

Library Services and Trends:
Susan has noticed recently that parents are working longer hours and working harder to keep their jobs, which requires that they depend on after school programs. She has noticed that some of the Aptos students spend time at the Ingleside library until their parents pick them up after work and suggests that we be open more hours including Monday, offer programs on Saturday and that the library have volunteer tutors after school to assist students. (To do this, we need a larger space and more tables.)

Appendix D: Community Interviews

Organization:	**Council of Neighborhood Libraries**
Address:	**SFPL**
Person Interviewed:	**Ella Driscoll, CNL, Ingleside Rep.**
Phone:	**415-585-5474**
Date of Contact:	**12/17/02**
By:	**Jan Nunes**

Purpose of Organization:
The Council of Neighborhood Libraries (CNL) has 2 community representatives for each branch library and these representatives attend a monthly meeting to be updated about current library issues so that they can gather community support for the library.

Library Services Most Important:
The library needs more computers, videos and books on tape. Ella is pleased with the branch staff and the service she receives but suggests that we post a weekly bestseller list with an indication of which books Ingleside owns.

Future trends:
Ella has noticed that there are more young families with children moving into the neighborhood and this is a change from a few years ago.

Community People to Contact:
Ella suggests that we also contact Betty & Bob Landis.

Appendix D: Community Interviews

Organization: **Council of Neighborhood Libraries**
Address: **SFPL**
Person Interviewed: **Ruth Mellinger, CNL, Ingleside Rep.**
Phone: **415-334-0353**
Date of Contact: **12/18/02**
By: **Jan Nunes**

Purpose of Organization:
The Council of Neighborhood Libraries (CNL) has 2 community representatives for each branch
library and these representatives attend a monthly meeting to be updated about current library
issues so that they can gather community support for the library.

Library Services Most Important:
Ruth believes that the most important things in the library are the books and programs for
children. Ruth moved to this country from Mexico and did not speak English but because the
library was a free resource she spent a great deal of time at the library, which helped her learn the
language. She is pleased that we don't charge for videos, like San Mateo does and that they can
be checked out for 7 days from SFPL. She is happy with the book selection but wishes that we
still stamped the due date on the books.

Future trends:
Ruth has noticed that there is an increase in Asians that use the library but not as many African
Americans or Hispanics as there used to be.

Community People to Contact:
Ruth suggests that we also contact Jerry Worthimer. She said his phone number was in the phone
book but I can't find it.

Appendix D: Community Interviews

Name of Organization: **Aim High**
Person Interviewed: **Alec Lee, Aim High Executive Director**
Date of Contact: **10/9/02**
By: **Jan Nunes, Katie Lynds**

1.   **According to the 2000 Census data, the Ingleside Branch Library service area is 44.7% Caucasian, 38% Asian/Pacific islander, and 9% African American. Does this profile represent the people you see in the community?**

        The Aim High students are about 35% African-American, 2% Latino, 35% Asian, 4-5% White, 5% biracial. There is a lower percentage of African-American and Latino than in the past.

2.   **Can you tell us more specifically about your membership/clientele?**

        The program is for youth who need academic and other kinds of enrichment. In the summer it is academic in the morning and other activities in the afternoon.

        There is also after school tutoring during the school year.

3.   **The library offers a variety of services, books and other materials, computers for people to work on, assistance from librarians in answering you questions, children's programs, including storytimes, special performers and the summer reading club. Which of these services do you believe is most important to the your clientele and the community in general?**

        Computers, books and assistance from the librarians would be the most important for Aim High children.

4.   **What needs do you think are currently being unmet among your members or the community at large?**

        After-school tutoring, book clubs, computers classes. SAT workshops, college counseling workshops for families, all would be good.

5.   **How do you think the Library might fill the gap?**

        By providing services listed above, hosting those types of programs, collaborating with other local service providers.

6.   **Are there other people in the community you think it is important for us to speak with?**

        Natasha Cucek, coordinator of Aim High's after-school program at Lick-Wilmerding.

        Note: Lick-Wilmerding is a private school that draws students from all over San Francisco and even the Bay Area, it is not particularly a neighborhood school. It does host the Aim High program, and the tutors for the after-school program are Lick-Wilmerding students.

Appendix D: Community Interviews

Name of Organization: **Riordan High School**
Person Interviewed: **Brother Jalbert, Librarian**
Date of Contact: **10/02/02**
By: **Jan Nunes, Katie Lynds**

1.   **According to the 2000 Census data, the Ingleside Branch Library service area is 44.7% Caucasian, 38% Asian/Pacific islander, and 9% African American, of which 12.2% are Hispanic. Does this profile represent the people you see in the community?**

        Riordan's students are about 27% Hispanic, 27% Filipino, 8-10% African American, 35% Caucasian. They are drawn from all over the Bay Area.

2.   **Can you tell us more specifically about your membership/clientele?**

        Riordan is an all-boys high school of about 800 students. Most of them are from San Francisco and Daly City. They have varied economic and academic abilities. There are many students taking AP classes, but also quite a number taking remedial classes. Many go on to college, particularly to City College (which is across the street from Riordan) and to San Francisco State.

3.   **The library offers a variety of services, books and other materials, computers for people to work on, assistance from librarians in answering you questions, children's programs, including storytimes, special performers and the summer reading club. Which of these services do you believe is most important to the your clientele and the community in general?**

        For Riordan's students, reference materials for research, classics, particularly multiple copies of classics would be useful. The databases the library offers are very useful for research. It is also important to have materials that reflect the diversity of the neighborhood, including materials in languages other than English.

4.   **What needs do you think are currently being unmet among your members or the community at large?**

        Brother Judson feels that the larger collections and longer hours of the Main and the larger branches are meeting students needs quite well, although smaller branches may not always have enough materials or be open long enough to serve student's needs.

5.   **How do you think the Library might fill the gap?**

        It's very important for students to have libraries open Saturdays and Sundays, because school libraries are not open on weekends.

6.   **Do you see any trends in the community that will affect library service?**

        Computers. Today's students tend to believe anything they find on the Internet, creating a population that greatly needs information literacy skills.

7.   **Do you have any suggestions regarding specific services or materials   that the Library might offer?**

Brother Judson likes traditional library services, and it happy with the library the way it is.

Appendix D: Community Interviews

Name of Organization: BLAK Specialty Gifts (small neighborhood business)
Person Interviewed: Marchelle Phillips
Date of Contact: 10/29/02
By: Katie Lynds

1.   **According to the 2000 Census data, the Ingleside Branch Library service area is 44.7% Caucasian, 38% Asian/Pacific islander, and 9% African American, of which 12.2% are Hispanic of any race. Does this profile represent the people you see in the community?**

        Yes, it's probably accurate. The African-Americans are moving out, many of them are seniors who are offered large amounts of money for their houses, and they sell. There are far more Asian-Americans now.

2.   **Can you tell us more specifically about your membership/clientele?**

        As a business owner, Marchelle has served the neighborhood awhile. She sees a neighborhood with a lot of immigrants, as African-American families move out, Asian and Hispanic families move in.

3.   **The Library offers a variety of services, books and other materials, computers for people to work on, assistance from librarians in answering you questions, children's programs, including storytimes, special performers and the summer reading club. Which of these services do you believe is most important to the your clientele and the community in general?**

        The computers are very important. Seniors and others who do not have access to computers at home need the Library to provide this service. The books are also very important, Marchelle has children and grandchildren, and feels it's vital for them to read and use the library.

        Children's storytimes are also important, particularly if they can be offered at times when working parents can attend. Most of the parents in the Ingleside neighborhood are working.

4.   **What needs do you think are currently being unmet among your members or the community at large, and how can the Library help to fill the gap?**

        Computer access and computer training for those who are not yet computer literate.

        The new library could provide additional computers and offer computer training classes.

5.   **Do you see any trends in the community that will affect library service?**

        There will be an increase in population, that may not always be visible. There are many immigrant families living 3 families to a house. Parking is already an issue, because all those people in one house generate a lot of cars. Even though this neighborhood is largely built up, the Library may be providing services to more people than it anticipates.

6. **Do you have any suggestions regarding specific services or materials that the Library might offer?**

It would be good to provide ESL materials, and children's educational software (both to use in the library and to check out).

Appendix D: Community Interviews

Name of Organization: Oceanview-Merced-Ingleside Senior Center
Person Interviewed: Patty Clement, Senior Center Director
Date of Contact: 10/25/02
By: Katie Lynds, SFPL District Branch Manager

1.   **According to the 2000 Census data, the Ingleside Branch Library service area is 44.7% Caucasian, 38% Asian/Pacific islander, and 9% African American, of which 12.2% are Hispanic of any race. Does this profile represent the people you see in the community?**

        Yes, the profile does more-or-less fit the community. The older seniors are more likely to be African-American (reflecting the community's history), while the younger seniors are mostly Asian, with a few Hispanics, and a few Russians.

        The African-Americans are the older patrons.

2.   **Can you tell us more specifically about your membership/clientele?**

        Many of her patrons are low-income seniors from the neighborhood who come in for hot lunches and to pick up food to supplement their household food supply. Other seniors who are not low income also participate in the Center's activities. They are independent seniors living alone or with their families. They come in for Bingo days where the prizes are food or other household items. They also participate in arts and craft activities, and go on day trips to casinos. The center sees about 600 patrons per year. The patrons are all 60+.

3.   **The library offers a variety of services, books and other materials, computers for people to work on, assistance from librarians in answering you questions, children's programs, including storytimes, special performers and the summer reading club. Which of these services do you believe is most important to the your clientele and the community in general?**

        Providing materials in a variety of languages is very important, some of her patrons speak no English or limited English. Computers are important, many seniors want to use the computer but do not have the income to purchase one for their home.

4.   **What needs do you think are currently being unmet among your members or the community at large?**

        Computer access. The seniors want to learn how to use the Internet and other computer resources, but it is difficult for them to get access. They also need classes to learn how to use the computer. Some seniors are afraid that they will not be able to acquire the skills.

        Other unmet needs include transportation (her patrons often live on a big hill between two transit lines and it is very difficult for them to reach either one), the cost of prescription medications, and the housing crunch causing many low income families to squeeze multiple generations into very tight spaces, causing stress on all family members.

5.   **How do you think the Library might fill the gap?**

Provide plenty of computers for the community to use, computer training, especially for seniors.

6. **Do you see any trends in the community that will affect library service?**

It will be important to provide materials for independent seniors. The community is aging, but seniors today are healthier and more independent than their predecessors were.

7. **Do you have any suggestions regarding specific services or materials that the Library might offer?**

Devices to assist people with sight or hearing loss. It would be ideal to provide these materials in the Library to encourage seniors to leave their houses. Increased services to homebound seniors would also be valuable. Providing senior-specific programs could draw seniors in and help increase their awareness of the Library. Outreach to senior centers would also help seniors become aware of what the Library has to offer.

Appendix D: Community Interviews

Name of Organization: **St. Finn Bar Catholic Church and School**
Person Interviewed: **Fr. Lawrence Goode**
Date of Contact: **10/30/02**
By: **Katie Lynds, SFPL District Branch Manager**

1.   **According to the 2000 Census data, the Ingleside Branch Library service area is 44.7% Caucasian, 38% Asian/Pacific islander, and 9% African American, of which 12.2% are Hispanic of any race. Does this profile represent the people you see in the community?**

        The parish is more heavily Latino, as is the school. The surrounding neighborhood has more Chinese-Americans, but they are not Catholic. The school is very diverse, 30%+ Latino, 20% Filipino, some Asian, and quite a few White students.

2.   **Can you tell us more specifically about your membership/clientele?**

        The students and church members come from many places in the City, but the church is trying very hard to reach out into the neighborhood to keep school enrollment and church membership up.

        Many church members are parents of the school students, at least partially due to the discounted tuition their children receive.

3.   **The library offers a variety of services, books and other materials, computers for people to work on, assistance from librarians in answering you questions, children's programs, including storytimes, special performers and the summer reading club. Which of these services do you believe is most important to the your clientele and the community in general?**

        The Summer Reading Program is very important.

4.   **Do you see any trends in the community that will affect library service?**

        Computers, the removal of the card catalogs and addition of computerized catalogs and databases.

5.   **Do you have any suggestions regarding specific services or materials that the Library might offer?**

        Create programs that build on books that children really like, such as the Harry Potter series.

Appendix D: Community Interviews

Name of Organization: Thad Brown Boys Academy (After-School Program)
Person Interviewed: Stephanie Simmons
Date of Contact: 10/09/02
By: Katie Lynds, SFPL District Branch Manager

1.   **According to the 2000 Census data, the Ingleside Branch Library service area is 44.7% Caucasian, 38% Asian/Pacific islander, and 9% African American, of which 12.2% are Hispanic of any race. Does this profile represent the people you see in the community?**

       This program is largely African-American. It was originally developed for African-American young men. They have increased their diversity in the last few years, as the neighborhood has grown more diverse.

2.   **Can you tell us more specifically about your membership/clientele?**

       Thad Brown Boys Academy is an after-school program that centers on assisting the children with academics through a tutoring program. It also offers a variety of enrichment programs, including career workshops, mentoring, college tours, and sports.

       The program is voluntary. They get a fair number of students from the local Catholic school because the program offers a four-year scholarship to Riordan (a local Catholic high school).

3.   **The library offers a variety of services, books and other materials, computers for people to work on, assistance from librarians in answering you questions, children's programs, including storytimes, special performers and the summer reading club. Which of these services do you believe is most important to the your clientele and the community in general?**

       Books. The students in her program actually like poetry, not just rap poetry, but literary poetry as well. Programs aimed at teens.

4.   **What needs do you think are currently being unmet among your members or the community at large?**

       The students lack exposure to a world beyond the neighborhood. They need to know the possibilities that are out there.

5.   **How do you think the Library might fill the gap?**

       By providing materials and programs that the students are actually interested in, that can help open up their minds and make them aware of the wider world. Thad Brown Academy could collaborate with the library, particularly in their new location (which will be across the street from the Academy), to instill a love of literature into the students.

6.   **Do you see any trends in the community that will affect library service?**

The students in the program can be hard to impress. They are interested "bells and whistles."

Appendix D: Community Interviews

Name of Organization: **Westwood Park Association**
Person Interviewed: **Danny Burkes**
Date of Contact: **10/30/02**
By: **Katie Lynds, SFPL District Branch Manager**

1.   **According to the 2000 Census data, the Ingleside Branch Library service area is 44.7% Caucasian, 38% Asian/Pacific islander, and 9% African American, of which 12.2% are Hispanic of any race. Does this profile represent the people you see in the community?**

      That sounds about right. The number of African-Americans in the neighborhood has really dropped, probably due to the high cost of housing.

2.   **Can you tell us more specifically about your membership/clientele?**

      The Westwood Park Association is made up of all Westwood Park residents. It is a statutory association, everybody who buys a house in the Westwood Park neighborhood belongs automatically and pays dues. Westwood Park itself is a very nice, quiet, well-kept neighborhood of detached homes with yards. The feel is quite suburban, which is rather unique for San Francisco. The residents are very involved in community affairs. The Association works hard to get word out to all of its members about neighborhood issues.

      Westwood Park is a "residential character" district. The houses are older and have a lot of charm, and the residents want to keep it that way. There are legal design guidelines that must be adhered to when improving property within the neighborhood.

3.   **The library offers a variety of services, books and other materials, computers for people to work on, assistance from librarians in answering you questions, children's programs, including storytimes, special performers and the summer reading club. Which of these services do you believe is most important to the your clientele and the community in general?**

      Westwood Park has a large population of children, so youth oriented collections and services are very important.

      Computers are important, because there are still many people in the Ingleside Neighborhood who do not have computers at home, so access to the Internet is very important for them.

4.   **Do you see any trends in the community that will affect library service?**

      The Balboa Park Development is going to have a big impact on the community. It should make the neighborhood more attractive, and will attract people to visit Ocean Avenue. Ocean Avenue could have more upscale businesses and become a destination. In addition, there will be new housing, which will bring more residents into the neighborhood. In general, the neighborhood should be changing for the better, although all of this growth could cause parking problems.

Appendix D: Community Interviews

Organization:	**Bank of America**
Address:	**245 Winston Avenue**
	SF, 94132
Person Interviewed:	**Lily Lam, VP**
Phone:	**415-622-5446**
Date of Contact:	**10/11/02**
By:	**Katie Lynds, SFPL District Branch Manager,**
	Jan Nunes, Ingleside Branch Library Manager

Library Services Most Important:

Children's programs. After school services for elementary students. ESL conversation groups once a week (either in the morning or before 1 or 2 when students get out of school).

Future trends:

Noticeable increase in Asian population, specifically Chinese, Korean and Vietnamese. The branch already needs more Chinese language and Chinese interest materials. Parking should be more accessible.

Community Contacts:

Pastor Lau at the San Francisco Community Church. Lilly will talk to him and give me his number.

Appendix D: Community Interviews

Organization:	**Oceanside-Merced-Ingleside Neighbors in Action**
Address:	**65 Beverly Street**
	SF 94112
Person Interviewed:	**Regina Blosser, Past President**
Phone:	**415-584-1244**
Date of Contact:	**10/11/02**
By:	**Katie Lynds, SFPL District Branch Manager,**
	Jan Nunes, Ingleside Branch Library Manager

Purpose of Organization:

The organization was started by Minnie Ward as an anti-crack dealing group and became a non-profit in 1987. In addition to being an anti-drug organization the group now concerns itself with additional community concerns such as removing graffiti, garbage pickup, liquor store responsibility, and adding trees and a community garden.

Library Services Most Important:

More computers and Chinese language materials. A separate children's room and an outdoor space for children. Services for children who are picked up after parents get off work. Separate study areas that allow more noise. More space than Oceanview. Books that build the community with subjects such as fundraising, community organization and organizational management. The Library should get new books as soon as available.

Future trends:

Surprised at the high Caucasian statistics. The population has more immigrants with more children. Internet becoming more popular and the Library needs things to compliment the Internet and should keep up with the technology (including having enough electrical/data outlets).

Community People to Contact:

Should speak with Chinese Americans in the community. The library should determine a successful way to attract foster children to the library, particularly before age 10.

Appendix D: Community Interviews

Organization:	**St. Emydius School**
Address:	**301 DeMontfort Avenue**
	SF 94112
Person Interviewed:	**Judith Borelli, Principal**
Phone:	**415-333-4877**
Date of Contact:	**12/17/02**
By:	**Jan Nunes**

Purpose of Organization:

Catholic School in the Archdiocese of San Francisco, serves grades K-8 and has 163 students. Most of the students live in San Francisco, but many also come from as far away as Vallejo, Antioch and Livermore.

Racial Distribution of Students:

African American	56.2%
Filipino	10.5%
Multi-racial	18.3%
Hispanic	7.2%
Caucasian	2.6%
Chinese	2.6%
Other Asian	1.3%
Pac. Islander	1.3%

Library Services Most Important:

A computer lab to supplement the school computer lab when school is closed, up to date, age appropriate books, storytellers in the morning so that the elementary classes can plan fieldtrips to the library and after school homework help. Judith Borelli suggested that it might be interesting for the library to hold workshops for teachers on how to teach reading and to also offer a homework hour for children with volunteers to help with homework.

Future trends:

Because of financial reasons and because many of their students are leaving San Francisco, the Archdiocese of San Francisco is considering restructuring the elementary schools and they expect that some decisions will be made by next June.

FINAL RESULTS: A NEW LIBRARY FOR INGLESIDE
Sample Size = 262
Community Survey

The Ingleside Branch Library of the San Francisco Public Library will be moving from its current location at 1649 Ocean Avenue to a new and larger facility nearby. Please help us make the best use of the new space to provide the library services you value in your community. Your response to the questions below will help to shape the future of the Ingleside Branch Library.

1. **Are you a resident of the Ingleside neighborhood?**
   79% Yes
   20% No
    1% No Answer

2. **Do you currently use the Ingleside Branch Library?**
   85% Yes
   14% No
    1% No Answer

3. **Generally speaking, how often do you visit the Ingleside Branch Library?**
   57% Once a week or more
   19% Once a month
   18% Occasionally
    6% No Answer

4. **What services do you usually use when you visit the Ingleside Branch Library? (check all that apply)**
   78% Check out books or audiovisual materials (videos, tapes, etc.)
   22% Take the children
   19% Do homework or get materials to help with homework
   21% Use the computers
   26% Research or reference work; finding information
   34% Read or study

5. **Do you use library materials that are in a language other than English?**
    7% Spanish
   44% Chinese
    7% Other
   42% No Answer

6. **The new library will have more room for library materials. Of the list below, please choose three collection areas that you'd like to see expanded.**

61%	New Books and Current Topics .	23%	Books on Tape or CD
18%	Children's Picture Books	50%	Videos & DVDs
19%	School Assignment Books	33%	Music CDs
22%	Teen Books and Magazines	19%	General Non-Fiction
27%	Magazines & Newspapers	22%	General Fiction
18%	Reference Materials	13%	Other

7.   **The new Ingleside Branch Library will provide space for enhanced services. Of the possible services listed below, please choose the three that you think best meet the needs of the neighborhood.**

          67%   Homework Support Services - materials and services that support school work
          48%   Technology Learning Center - PCs and training for community members
          37%   Career/Jobs Information Center - information about jobs and careers
          44%   Family Literacy Center - materials and services that support learning to read and reading improvement
          24%   Local History Materials
          41%   Teen Area

8.   **One space being considered for the new library is a Program Room. This room could be used for class visits, tutoring, preschool story times, other library programs, and community meetings. Providing such a room would reduce somewhat the space available for books and media, seating and computers. Should a Program Room be provided in the new Ingleside Branch Library?**

          60%   Yes
          23%   No
          17%   No Answer

9.   **If you don't currently use the branch, please indicate the reasons:**

          35%   Hours are inconvenient
           6%   Library doesn't offer anything I want
          10%   Location is inconvenient
          28%   I don't have time to go to the library
           4%   I don't need the library
          25%   I use other libraries
          21%   Other

10.   **Please indicate your age group:**

           9%   Child
          24%   Teen
          46%   Adult
          15%   Senior Adult
           7%   No Answer

Appendix E: Community Survey Results Summaries

Comment*s* by question number

Surveys collected out of house – English Language:

#4
Unabridged audiobooks

#5
Other: Arabic
Other: Italian

#6
Other: Japanese comic books (Mangas)
Other: Computer internet
Other: More computers
(d) new, current; (g) unabridged only; (j,k) We love these too!; Other: Classics, if I may sneak in a fourth!

#8
Yes, People can learn there as long as doesn't bother anyone else.
Yes, People need tutoring!
No, No need.
Yes, To make it fun
Yes, it would be neat
Yes, so kids can use it too!
No, I don't really care because I won't go to this library anyway.
Yes, You should have more room for computers.
Yes, Interaction is so beneficial
Yes, shelve books around the walls of program room close off book shelves when branch closed.
Yes, Program & community room; Absolutely! Our family would attend evening & weekend meetings. Also, our Neighborhood Association would welcome a place to meet.
Yes, I would love to see programs for preschoolers.

#9
I go there only for borrowing books and to read or research book for doing projects. But, I wish that it will have more inu-yasha and ranma ½ books.
I use the school library.
Too far away from home!
I don't like going to the library
(e), I have so much coming in at home & I read slowly.
(a, f) Reasons why I do not use the branch more now.

Appendix E: Community Survey Results Summaries

<u>Surveys collected out of house – Chinese Language:</u>

#5
Other: Chinese
Other: Chinese
Other: Chinese
#6
Other: Updated magazines, the Chinese Language travel magazines are not up to date
Other: some Chinese magazines are very old and worn out

#8
Yes, Give the children a place for activities
No, there are other locations to use in this area
Yes, The space here is not big

#9
There is not enough time to open at 10 a.m. Tuesday, it is no good to close on Sunday and Monday

<u>Collected in house – English:</u>

#4
(a) would like to do this – not possible because way too noisy

#5
Vietnamese
Russian
French
Foreign language
Italian; German; French

#6
Other, Vietnamese
Other, Chinese comics
Other, New business books – motivation. Marketing, self-help, finance.
Other, foreign language; Dutch audio tapes; Pimsleur series level 1 and level II
Other, graphic novels
Other, African American, Black books, Science fiction
Other: self-help, fitness, language, travel
Other: Science Fiction
Other: Cambodian music CDs, videos and VCDs
Other: Chinese comics
(e) Austin Texas articles from Molly Ivins
Other: Japanese Mangas
Other: travel
Other: The more books the better.

#7
(a,b) If you have separate room only. Otherwise too noisy to learn.

#8
Yes, enhances library as community center
Yes, An isolated room with no distractions is essential
No, we need more seating spaces and library is the only area with many books and reading atmosphere for public people.
Yes, Improve the community and promote reading
No, Some of the books I read cannot be taken out of the library. These are interlibrary loan books and reference books sent from main. I don't want you to reduce the space available for seating.
Yes, If there is reason to believe it will have regular and consistent use.
No, Books and media space necessary.
No, the same programs can be held at the corner of the library area
Community Survey Comments (continued)

I don't know. I'll go along with whatever the librarians think is best.
Yes, it would create a space to gather as a community in a positive educational way.
Yes, only if ample programs are created
Yes, To allow noise there and prevent it elsewhere
No, It would be a waste of room.
No, Ocean View library is an example of wasted space.
Yes, I guess it is a pretty good idea.
I don't know.
Yes, I think that more people would.
Yes, If it does not take away from regular public library space.
Yes, there are no other rooms available.
Yes, Community involvement is the libraries best asset
No, book and library resources most important
Yes, But only if well managed and much used.
Yes, If too much book space is not sacrificed.
No, the space could be better used for more tables and chairs for reading.
No, I think it's a mistake to diluted library's mission.
No, I prefer more seating and tables.
No, I'd like to see preschool story-time in the children's book section.
Yes, Most facilities have – multi-purpose room
Yes, Good
Yes, So more people will know about it
Yes, people will know about it
No, there's barely enough room here for books.
Yes, children could play there.
Yes, if children can play there
No, Need more sitting room for us
No, should be quiet
Yes, Don't let it sit vacant. Let folks in as overflow.
Yes, For enhancing programs, e.g. dance storytelling, need (more) space I saw a dance program here, there was no space!
Yes, So long as too much book space is not sacrificed.

#9
Other, I like the library can open on Sunday and Monday.
Other, don't live near here
(a) I do use but hours are weird now.
Other: there is too much noise in the front counter that echoes throughout the whole library making it difficult to work on my homework.
I use this great neighborhood library all the time. I wish it were open Sunday & Monday.
Other, You close too early and don't open on Sundays and Mondays.
Other, you guys don't open on Mondays or Sunday.
Other, I live in the Richmond.
Please open on Sunday and on Saturday at 10 a.m.
Other, Please expand longer for weekend.
I also use the Main.
I would use it more if it were open more mornings.
Other: Randolph Street library is closer
Please expand hours
I use it all the time and appreciate the good service I get here.

General:
I like the idea of building a new library with greater square footage and am glad the new location is not too far from the present site. Regardless of the physical appearance of the new branch I hope the very excellent personnel and equipment (e.g. Xerox) will stay the same.
More tables for reading newspaper put tall counter and chairs at window.

Collected in house – Chinese:

#5
Other: Chinese
Other: World and Sing Tao Chinese newspaper and others. Chinese resources.
Other: Sing Tao newspaper and Chinese fiction, etc

#6
Other: Books published in Hong Kong
Other: Soundtrack and classical music
Other: Chinese comics
Other: art
Other: fictions on love stories

#8
Yes, I believe it can attract more children to participate in the library activities
Yes, It will be better if child can play there
No, I don't want less books or computers
Yes, It allows teenagers to have a place to go after school, but do not cut down on books and computers.
No, library is small and supply of books is insufficient
I like the idea, but that will have to limit the space for books I think it isn't good.
No., the place is already small, please increase book supplies instead.

Appendix E: Community Survey Results Summaries

No, because there will be less space for books and computers
No, the library space is already too small; shouldn't put in multi-purpose room.
No, Because this is a library it shouldn't decrease the number of books because of something else.
No, It would decrease the space for books and computers if the community room is set-up.

#9
I can come Sunday afternoon. Hope the Branch can open on Sunday, Saturday morning.
Can't save things from computer on the disk
Opens too late in the morning and closes too early
No color printer and no saving things on disk
Not enough books

Q2. Do you currently use the Ingleside Branch Library?

	Number	Yes	No	No Answer
Total	262	84.7%	14.5%	.8%
Survey Location				
In-House	213	93.4%	6.1%	.5%
Out of House	49	46.9%	51.0%	2.0%
Survey Language				
English	193	82.4%	17.1%	.5%
Chinese	69	91.3%	7.2%	1.4%
Language by Location				
English In House	144	94.4%	5.6%	.0%
English Out of House	49	46.9%	51.0%	2.0%
Chinese In House	69	91.3%	7.2%	1.4%
Q1. Ingleside Resident				
Yes	206	95.1%	4.9%	.0%
No	54	46.3%	51.9%	1.9%
Q2. Use Ingleside Branch				
Yes	222	100.0%	.0%	.0%
No	38	.0%	100.0%	.0%
Q10. Age Group				
Child	23	60.9%	39.1%	.0%
Teen	63	74.6%	25.4%	.0%
Adult	120	96.7%	3.3%	.0%
Senior	38	81.6%	18.4%	.0%
Age-Combined				
Children	86	70.9%	29.1%	.0%
Adults	158	93.0%	7.0%	.0%
Q3. Visit Ingleside Branch				
Once+/Week	148	98.0%	2.0%	.0%
Once+/Month	51	94.1%	5.9%	.0%
Occasionally	46	63.0%	37.0%	.0%
Q5. Use Other Language				
Spanish	17	88.2%	11.8%	.0%
Chinese	115	89.6%	10.4%	.0%
Other	19	68.4%	31.6%	.0%

Q3. Generally speaking, how often do you visit the Ingleside Branch Library?

	Number	Once/Week or More	Once/Month	Ocasionally	No Answer
Total	262	56.5%	19.5%	17.6%	6.5%
Survey Location					
In-House	213	66.7%	20.2%	12.2%	.9%
Out of House	49	12.2%	16.3%	40.8%	30.6%
Survey Language					
English	193	49.7%	21.2%	21.2%	7.8%
Chinese	69	75.4%	14.5%	7.2%	2.9%
Language by Location					
English In House	144	62.5%	22.9%	14.6%	.0%
English Out of House	49	12.2%	16.3%	40.8%	30.6%
Chinese In House	69	75.4%	14.5%	7.2%	2.9%
Q1. Ingleside Resident					
Yes	206	66.5%	18.9%	14.1%	.5%
No	54	20.4%	20.4%	31.5%	27.8%
Q2. Use Ingleside Branch					
Yes	222	65.3%	21.6%	13.1%	.0%
No	38	7.9%	7.9%	44.7%	39.5%
Q10. Age Group					
Child	23	26.1%	21.7%	26.1%	26.1%
Teen	63	46.0%	14.3%	30.2%	9.5%
Adult	120	66.7%	23.3%	10.0%	.0%
Senior	38	57.9%	21.1%	15.8%	5.3%
Age-Combined					
Children	86	40.7%	16.3%	29.1%	14.0%
Adults	158	64.6%	22.8%	11.4%	1.3%
Q3. Visit Ingleside Branch					
Once+/Week	148	100.0%	.0%	.0%	.0%
Once+/Month	51	.0%	100.0%	.0%	.0%
Occasionally	46	.0%	.0%	100.0%	.0%
Q5. Use Other Language					
Spanish	17	52.9%	11.8%	35.3%	.0%
Chinese	115	69.6%	18.3%	11.3%	.9%
Other	19	52.6%	10.5%	15.8%	21.1%

Q4. What services do you usually use when you visit the Ingleside Branch Library?". MULTIPLE RESPONSES ALLOWED.

	Number	Check Out Books or Audiovisual Materials	Take The Children	Do Homework or Get Materials to Help w/Homework	Use the Computers	Research or Reference Work, Finding Information	Read or Study
Total	248	78.6%	21.8%	18.5%	20.6%	26.2%	34.3%
Survey Location							
In-House	211	82.0%	24.2%	17.1%	19.4%	27.0%	35.1%
Out of House	37	59.5%	8.1%	27.0%	27.0%	21.6%	29.7%
Survey Language							
English	181	83.4%	17.1%	19.3%	21.5%	27.6%	32.6%
Chinese	67	65.7%	34.3%	16.4%	17.9%	22.4%	38.8%
Language by Location							
English In House	144	89.6%	19.4%	17.4%	20.1%	29.2%	33.3%
English Out of House	37	59.5%	8.1%	27.0%	27.0%	21.6%	29.7%
Chinese In House	67	65.7%	34.3%	16.4%	17.9%	22.4%	38.8%
Q1. Ingleside Resident							
Yes	205	79.5%	24.4%	20.0%	20.5%	28.3%	35.6%
No	42	73.8%	9.5%	11.9%	21.4%	16.7%	28.6%
Q2. Use Ingleside Branch							
Yes	221	81.9%	23.5%	19.0%	21.7%	28.1%	36.2%
No	27	51.9%	7.4%	14.8%	11.1%	11.1%	18.5%
Q10. Age Group							
Child	19	78.9%	10.5%	21.1%	42.1%	26.3%	31.6%
Teen	58	63.8%	1.7%	34.5%	29.3%	20.7%	29.3%
Adult	120	91.7%	30.8%	10.8%	15.0%	30.8%	31.7%
Senior	37	56.8%	21.6%	16.2%	8.1%	18.9%	48.6%
Age-Combined							
Children	77	67.5%	3.9%	31.2%	32.5%	22.1%	29.9%
Adults	157	83.4%	28.7%	12.1%	13.4%	28.0%	35.7%
Q3. Visit Ingleside Branch							
Once+/Week	148	81.8%	27.7%	19.6%	20.3%	24.3%	37.8%
Once+/Month	51	84.3%	17.6%	15.7%	19.6%	33.3%	29.4%
Occasionally	44	68.2%	9.1%	15.9%	20.5%	22.7%	29.5%
Q5. Use Other Language							
Spanish	16	62.5%	12.5%	50.0%	18.8%	37.5%	56.3%
Chinese	114	76.3%	28.1%	14.0%	18.4%	24.6%	37.7%
Other	17	82.4%	11.8%	23.5%	29.4%	5.9%	17.6%

Q5. Do you use library materials that are in a language other than English?

	Number	Spanish	Chinese	Other	No/No Answer
Total	262	6.5%	43.9%	7.3%	42.4%
Survey Location					
In-House	213	3.8%	50.2%	5.6%	40.4%
Out of House	49	18.4%	16.3%	14.3%	51.0%
Survey Language					
English	193	8.8%	25.9%	9.3%	56.0%
Chinese	69	.0%	94.2%	1.4%	4.3%
Language by Location					
English In House	144	5.6%	29.2%	7.6%	57.6%
English Out of House	49	18.4%	16.3%	14.3%	51.0%
Chinese In House	69	.0%	94.2%	1.4%	4.3%
Q1. Ingleside Resident					
Yes	206	6.8%	49.5%	5.8%	37.9%
No	54	3.7%	24.1%	13.0%	59.3%
Q2. Use Ingleside Branch					
Yes	222	6.8%	46.4%	5.9%	41.0%
No	38	5.3%	31.6%	15.8%	47.4%
Q10. Age Group					
Child	23	8.7%	13.0%	30.4%	47.8%
Teen	63	11.1%	42.9%	6.3%	39.7%
Adult	120	2.5%	51.7%	5.8%	40.0%
Senior	38	7.9%	44.7%	.0%	47.4%
Age-Combined					
Children	86	10.5%	34.9%	12.8%	41.9%
Adults	158	3.8%	50.0%	4.4%	41.8%
Q3. Visit Ingleside Branch					
Once+/Week	148	6.1%	54.1%	6.8%	33.1%
Once+/Month	51	3.9%	41.2%	3.9%	51.0%
Occasionally	46	13.0%	28.3%	6.5%	52.2%
Q5. Use Other Language					
Spanish	17	100.0%	.0%	.0%	.0%
Chinese	115	.0%	100.0%	.0%	.0%
Other	19	.0%	.0%	100.0%	.0%

Q6. The new library will have more room for library materials. Choose three collection areas that you'd like to see expanded.
MULTIPLE RESPONSES ALLOWED.

	Number	New Books and Current Topics	Children's Picture Books	School Assignment Books	Teen Books and Magazines	Magazines & Newspapers	Reference Material	Books on Tape or CD	Videos & DVDs	Music CDs	General Non-Fiction	General Fiction	Other
Total	255	61.6%	18.0%	18.8%	22.0%	26.7%	18.4%	22.7%	49.8%	32.9%	19.2%	21.6%	13.3%
Survey Location													
In-House	209	62.7%	19.6%	17.2%	17.7%	31.1%	19.1%	24.4%	53.1%	29.7%	22.0%	23.9%	13.9%
Out of House	46	56.5%	10.9%	26.1%	41.3%	6.5%	15.2%	15.2%	34.8%	47.8%	6.5%	10.9%	10.9%
Survey Language													
English	188	65.4%	13.3%	19.1%	21.8%	20.2%	18.1%	22.9%	53.7%	35.6%	19.7%	18.6%	14.4%
Chinese	67	50.7%	31.3%	17.9%	22.4%	44.8%	19.4%	22.4%	38.8%	25.4%	17.9%	29.9%	10.4%
Language by Location													
English In House	142	68.3%	14.1%	16.9%	15.5%	24.6%	19.0%	25.4%	59.9%	31.7%	23.9%	21.1%	15.5%
English Out of House	46	56.5%	10.9%	26.1%	41.3%	6.5%	15.2%	15.2%	34.8%	47.8%	6.5%	10.9%	10.9%
Chinese In House	67	50.7%	31.3%	17.9%	22.4%	44.8%	19.4%	22.4%	38.8%	25.4%	17.9%	29.9%	10.4%
Q1. Ingleside Resident													
Yes	203	63.1%	20.7%	19.2%	20.2%	28.6%	16.7%	23.6%	54.2%	31.5%	19.7%	22.2%	12.8%
No	51	56.9%	7.8%	17.6%	27.5%	19.6%	25.5%	19.6%	33.3%	39.2%	17.6%	19.6%	15.7%
Q2. Use Ingleside Branch													
Yes	219	63.5%	19.6%	17.8%	20.1%	27.9%	17.8%	24.7%	52.1%	30.1%	20.5%	22.8%	13.7%
No	36	50.0%	8.3%	25.0%	33.3%	19.4%	22.2%	11.1%	36.1%	50.0%	11.1%	13.9%	11.1%
Q10. Age Group													
Child	23	60.9%	17.4%	39.1%	30.4%	13.0%	17.4%	30.4%	52.2%	52.2%	21.7%	26.1%	13.0%
Teen	61	44.3%	3.3%	23.0%	52.5%	8.2%	13.1%	16.4%	49.2%	63.9%	4.9%	11.5%	24.6%
Adult	120	70.8%	25.8%	16.7%	12.5%	31.7%	21.7%	25.0%	51.7%	20.8%	25.8%	24.2%	6.7%
Senior	37	62.2%	16.2%	8.1%	2.7%	56.8%	16.2%	18.9%	40.5%	5.4%	21.6%	29.7%	8.1%
Age-Combined													
Children	84	48.8%	7.1%	27.4%	46.4%	9.5%	14.3%	20.2%	50.0%	60.7%	9.5%	15.5%	21.4%
Adults	157	68.8%	23.6%	14.6%	10.2%	37.6%	20.4%	23.6%	49.0%	17.2%	24.8%	25.5%	7.0%
Q3. Visit Ingleside Branch													
Once+/Week	147	63.9%	23.8%	19.7%	20.4%	32.0%	18.4%	27.2%	54.4%	31.3%	21.1%	25.2%	15.6%
Once+/Month	50	66.0%	8.0%	10.0%	14.0%	22.0%	20.0%	12.0%	46.0%	20.0%	22.0%	22.0%	10.0%
Occasionally	43	55.8%	14.0%	27.9%	27.9%	18.6%	14.0%	20.9%	37.2%	44.2%	14.0%	14.0%	11.6%
Q5. Use Other Language													
Spanish	17	52.9%	17.6%	23.5%	29.4%	17.6%	11.8%	11.8%	64.7%	35.3%	.0%	.0%	11.8%
Chinese	114	58.8%	26.3%	22.8%	21.9%	36.0%	17.5%	23.7%	50.0%	34.2%	14.0%	21.1%	14.0%
Other	19	47.4%	21.1%	26.3%	26.3%	10.5%	10.5%	36.8%	52.6%	31.6%	15.8%	15.8%	26.3%

Q7. The new Ingleside Branch Library will provide space for enhanced services. Choose the three that you think best meet the needs of the neighborhood. MULTIPLE RESPONSES ALLOWED.

	Number	Homework Support	Technology Learning Center	Career/Job Info Center	Family Literacy Center	Local History Materials	Teen Area
Total	230	66.5%	47.8%	37.0%	43.9%	23.9%	41.3%
Survey Location							
In-House	186	62.4%	49.5%	40.3%	49.5%	25.3%	37.6%
Out of House	44	84.1%	40.9%	22.7%	20.5%	18.2%	56.8%
Survey Language							
English	171	70.2%	48.5%	33.9%	40.9%	26.3%	39.8%
Chinese	59	55.9%	45.8%	45.8%	52.5%	16.9%	45.8%
Language by Location							
English In House	127	65.4%	51.2%	37.8%	48.0%	29.1%	33.9%
English Out of House	44	84.1%	40.9%	22.7%	20.5%	18.2%	56.8%
Chinese In House	59	55.9%	45.8%	45.8%	52.5%	16.9%	45.8%
Q1. Ingleside Resident							
Yes	183	64.5%	48.6%	38.8%	47.5%	25.7%	38.8%
No	47	74.5%	44.7%	29.8%	29.8%	17.0%	51.1%
Q2. Use Ingleside Branch							
Yes	196	64.8%	48.5%	37.8%	47.4%	25.5%	38.8%
No	34	76.5%	44.1%	32.4%	23.5%	14.7%	55.9%
Q10. Age Group							
Child	21	85.7%	57.1%	19.0%	38.1%	19.0%	42.9%
Teen	60	81.7%	40.0%	28.3%	15.0%	20.0%	73.3%
Adult	116	60.3%	55.2%	46.6%	56.0%	27.6%	25.9%
Senior	31	48.4%	32.3%	32.3%	58.1%	19.4%	35.5%
Age-Combined							
Children	81	82.7%	44.4%	25.9%	21.0%	19.8%	65.4%
Adults	147	57.8%	50.3%	43.5%	56.5%	25.9%	27.9%
Q3. Visit Ingleside Branch							
Once+/Week	131	63.4%	48.1%	41.2%	51.1%	22.1%	42.0%
Once+/Month	46	69.6%	50.0%	37.0%	43.5%	23.9%	23.9%
Occasionally	40	72.5%	47.5%	30.0%	27.5%	32.5%	55.0%
Q5. Use Other Language							
Spanish	13	69.2%	53.8%	7.7%	38.5%	7.7%	46.2%
Chinese	104	61.5%	48.1%	43.3%	47.1%	19.2%	46.2%
Other	16	87.5%	37.5%	50.0%	31.3%	12.5%	37.5%

Q8. One space being considered for the new library is a Program Room. Providing such a room would reduce somewhat the space available for books and media, seating and computers. Should a Program Room be provided in the new Ingleside Branch Library?

	Number	Question 8 Yes	No	No Answer
Total	262	60.3%	22.5%	17.2%
Survey Location				
In-House	213	57.7%	24.4%	17.8%
Out of House	49	71.4%	14.3%	14.3%
Survey Language				
English	193	65.3%	20.2%	14.5%
Chinese	69	46.4%	29.0%	24.6%
Language by Location				
English In House	144	63.2%	22.2%	14.6%
English Out of House	49	71.4%	14.3%	14.3%
Chinese In House	69	46.4%	29.0%	24.6%
Q1. Ingleside Resident				
Yes	206	61.2%	23.8%	15.0%
No	54	59.3%	18.5%	22.2%
Q2. Use Ingleside Branch				
Yes	222	59.9%	23.9%	16.2%
No	38	65.8%	15.8%	18.4%
Q10. Age Group				
Child	23	69.6%	21.7%	8.7%
Teen	63	69.8%	22.2%	7.9%
Adult	120	65.8%	25.0%	9.2%
Senior	38	50.0%	21.1%	28.9%
Age-Combined				
Children	86	69.8%	22.1%	8.1%
Adults	158	62.0%	24.1%	13.9%
Q3. Visit Ingleside				
Branch				
Once+/Week	148	60.1%	24.3%	15.5%
Once+/Month	51	56.9%	25.5%	17.6%
Occasionally	46	71.7%	15.2%	13.0%
Q5. Use Other Language				
Spanish	17	58.8%	11.8%	29.4%
Chinese	115	57.4%	27.8%	14.8%
Other	19	68.4%	10.5%	21.1%

Q9. If you don't currently use the branch, please indicate the reason(s). MULTIPLE RESPONSES ALLOWED.

	Number	Hours are Inconvenient	Library Doesn't Offer Anything I Want	Location is Inconvenient	I Don't Have Time To Go To the Library	I Don't Need the Library	I Use Other Libraries	Other
Total	104	34.6%	5.8%	9.6%	27.9%	3.8%	25.0%	21.2%
Survey Location								
In-House	68	42.6%	5.9%	10.3%	30.9%	1.5%	19.1%	27.9%
Out of House	36	19.4%	5.6%	8.3%	22.2%	8.3%	36.1%	8.3%
Survey Language								
English	71	23.9%	2.8%	8.5%	23.9%	5.6%	29.6%	22.5%
Chinese	33	57.6%	12.1%	12.1%	36.4%	.0%	15.2%	18.2%
Language by Location								
English In House	35	28.6%	.0%	8.6%	25.7%	2.9%	22.9%	37.1%
English Out of House	36	19.4%	5.6%	8.3%	22.2%	8.3%	36.1%	8.3%
Chinese In House	33	57.6%	12.1%	12.1%	36.4%	.0%	15.2%	18.2%
Q1. Ingleside Resident								
Yes	69	40.6%	4.3%	5.8%	30.4%	4.3%	18.8%	27.5%
No	34	23.5%	5.9%	17.6%	23.5%	2.9%	38.2%	8.8%
Q2. Use Ingleside Branch								
Yes	72	45.8%	8.3%	6.9%	27.8%	2.8%	16.7%	25.0%
No	32	9.4%	.0%	15.6%	28.1%	6.3%	43.8%	12.5%
Q10. Age Group								
Child	16	18.8%	6.3%	6.3%	31.3%	.0%	31.3%	25.0%
Teen	41	26.8%	9.8%	12.2%	29.3%	2.4%	29.3%	19.5%
Adult	34	50.0%	2.9%	8.8%	26.5%	.0%	20.6%	23.5%
Senior	12	41.7%	.0%	8.3%	25.0%	16.7%	16.7%	16.7%
Age-Combined								
Children	57	24.6%	8.8%	10.5%	29.8%	1.8%	29.8%	21.1%
Adults	46	47.8%	2.2%	8.7%	26.1%	4.3%	19.6%	21.7%
Q3. Visit Ingleside Branch								
Once+/Week	42	50.0%	7.1%	4.8%	33.3%	.0%	19.0%	28.6%
Once+/Month	19	47.4%	5.3%	.0%	36.8%	5.3%	5.3%	10.5%
Occasionally	31	16.1%	6.5%	19.4%	25.8%	6.5%	32.3%	22.6%
Q5. Use Other Language								
Spanish	8	37.5%	25.0%	12.5%	12.5%	.0%	12.5%	.0%
Chinese	53	43.4%	7.5%	9.4%	39.6%	1.9%	15.1%	20.8%
Other	13	30.8%	.0%	.0%	23.1%	.0%	30.8%	46.2%

Q10. Please indicate your age group.

	Number	Child	Teen	Adult	Senior Adult	No Answer	Children	Adults
Total	262	8.8%	24.0%	45.8%	14.5%	6.9%	32.8%	60.3%
Survey Location								
In-House	213	4.2%	18.3%	54.5%	16.4%	6.6%	22.5%	70.9%
Out of House	49	28.6%	49.0%	8.2%	6.1%	8.2%	77.6%	14.3%
Survey Language								
English	193	11.4%	28.0%	43.5%	9.8%	7.3%	39.4%	53.4%
Chinese	69	1.4%	13.0%	52.2%	27.5%	5.8%	14.5%	79.7%
Language by Location								
English In House	144	5.6%	20.8%	55.6%	11.1%	6.9%	26.4%	66.7%
English Out of House	49	28.6%	49.0%	8.2%	6.1%	8.2%	77.6%	14.3%
Chinese In House	69	1.4%	13.0%	52.2%	27.5%	5.8%	14.5%	79.7%
Q1. Ingleside Resident								
Yes	206	5.8%	22.8%	49.0%	17.0%	5.3%	28.6%	66.0%
No	54	20.4%	27.8%	35.2%	5.6%	11.1%	48.1%	40.7%
Q2. Use Ingleside Branch								
Yes	222	6.3%	21.2%	52.3%	14.0%	6.3%	27.5%	66.2%
No	38	23.7%	42.1%	10.5%	18.4%	5.3%	65.8%	28.9%
Q10. Age Group								
Child	23	100.0%	.0%	.0%	.0%	.0%	100.0%	.0%
Teen	63	.0%	100.0%	.0%	.0%	.0%	100.0%	.0%
Adult	120	.0%	.0%	100.0%	.0%	.0%	.0%	100.0%
Senior	38	.0%	.0%	.0%	100.0%	.0%	.0%	100.0%
Age-Combined								
Children	86	26.7%	73.3%	.0%	.0%	.0%	100.0%	.0%
Adults	158	.0%	.0%	75.9%	24.1%	.0%	.0%	100.0%
Q3. Visit Ingleside Branch								
Once+/Week	148	4.1%	19.6%	54.1%	14.9%	7.4%	23.6%	68.9%
Once+/Month	51	9.8%	17.6%	54.9%	15.7%	2.0%	27.5%	70.6%
Occasionally	46	13.0%	41.3%	26.1%	13.0%	6.5%	54.3%	39.1%
Q5. Use Other Language								
Spanish	17	11.8%	41.2%	17.6%	17.6%	11.8%	52.9%	35.3%
Chinese	115	2.6%	23.5%	53.9%	14.8%	5.2%	26.1%	68.7%
Other	19	36.8%	21.1%	36.8%	.0%	5.3%	57.9%	36.8%